



Workforce Development and Training Videos

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ATTITUDES

Attitude: Radiating Possibility

“In our culture of measurement, most people develop habits that hold them back and slow them down; one is the fear that something will go wrong. Another is the voice in the head that says ‘you will fail.’ A third is the assumption that other people aren’t interested in what you have to say - that they are simply not on your team. This is not a typical training video. You will not walk away with a process that claims to make all your problems disappear, but instead you will have the opportunity to discover from within that every human being is brought into the world ‘radiating possibility.’” (17 minutes) (VHS)

BF 327 R33 2000

Bad Apples: How to Deal with Difficult Attitudes

“A positive way to deal with negative people whether it's a co-worker, customer, or even a boss, *Bad Apples* is a training program that helps supervisors, employees, and managers. Learn how to: access a challenging situation and determine an appropriate strategy; utilize a five step process for dealing with difficult people; regain a positive attitude about the other person or situation; and manage conflict with confidence, resulting in a positive outcome.” (23 minutes) (VHS)

HF5549.5 E42 B33 2000

Celebrate what’s Right with the World with Dewitt Jones

“In *Celebrate What's Right with the World*, Dewitt Jones asks: Do we choose to see possibilities? Do we really believe they're there? He assures us that there is always more than one right answer. This video helps us recognize the possibilities and find solutions for many of the challenges before us. It utilizes stunning photography and powerful dialogue to help viewers approach their lives with celebration, confidence, and grace.” (22 minutes) (VHS & DVD)

HF 637 S4 C44 2001

Focus your Vision with Dewitt Jones

“How can we find our direction, our purpose? When we combine our energy and passion with our focused visions, we give ourselves direction and power. Dewitt Jones's newest release, *Focus Your Vision*, encourages us to develop our visions and turn them into reality. When we connect with our vision, and in doing so, release our passion, we have a better understanding of who we are, what we stand for, and where we are going.” (20 minutes) (VHS)

BF 367 F63 2004

Fun is Good (Featuring the St. Paul Saints)

“This video program takes you out to the ballgame and behind the scenes with the Saint Paul Saints, a minor league baseball team from Minnesota. The people who work here wake up every morning loving their jobs - even 15-hour days of plain hard work. How do they do it? They know fun is an attitude, an experience. They take charge of their day - and remember to have fun. Simply having more fun on the job can make employees more creative, more productive, and ultimately, more satisfied.” (16 minutes) (VHS&DVD)

HF 5549.5 M63 F86 2004

Getting Ahead by Getting Along: People Skills for the Workplace

“This videos teaches co-workers how to settle both personality clashes and work conflicts amongst themselves before their differences get a chance to escalate. It dramatizes a series of situations that occur commonly on the job, and reminds us of solutions we all learned at home for getting along with others.” (16 minutes) (DVD)

HF5386.5 G48 1998

Hire for Attitude

"Skills can be taught. Attitude cannot. With fewer people doing more work these days, organizations cannot afford costly hiring mistakes and the resulting turnover. This video will teach you how to: determine what attitudes lead to success in a job; design questions to reveal those attitudes; conduct effective interviews; and evaluate candidates placing a priority on attitude." (20 minutes) (VHS)
HF5549.5 S38 H53 2000z

Negaholics: How to Handle Negativity in the Workplace

"If phrases like 'That'll never work,' 'I just can't do it,' and 'Things are terrible around here' sound all too familiar, chances are that you deal with Negaholics on a regular basis. Individuals who are addicted to negative behavior and negative thinking can slow projects to a grinding halt, destroy team spirit, spread their poisonous attitudes throughout the workplace – and make life miserable for people who have to work with them. This video provides you with some powerful tools and strategies that can transform negative attitudes into positive behaviors." (Three 60 minute videos) (VHS)
HF5548.8 N44 1999

Seven Keys to a Positive Mental Attitude

"This program helps viewers gain awareness that a great attitude isn't something that magically happens. Rather, it's an active choice that people make in advance about how they are going to deal with life's events. The program's seven key points and review quotes after each segment will set the stage for better attitudes around your workplace." (25 minutes) (DVD)
PLTrnVid BF327 S48 2005

WorkSmarts: How to Get Along, Get Noticed, and Get Ahead

"This video shows employees and supervisors what it really takes to fit in and succeed in an organization. It gives the 'inside scoop' in a friendly manner - covering the unspoken truths we all wish we knew from day one. Four main strategies for success are discussed: be positive and proactive; be accountable and flexible; be cooperative and respectful; and communicate actively and listen. Through video demonstrations of these strategies, focused discussions and a variety of exercises, participants develop the competence and confidence to actively participate in the work environment." (18 minutes) (VHS)
HF 5549.5 T7 W677 2003

BURNOUT IN THE WORKPLACE

Life After Burnout: How to Rebuild the Fire in Your Life and Career

"This video can help you rediscover the enthusiasm you'll need to make your dreams a reality. You'll gain the tools that will help you create a work environment where you are naturally happier, more energized and more productive."
BF481 Q55 1998

Preventing Burnout in Your Organization

"Professor Maslach describes six contributing factors that increase the risk of burnout and the human toll it takes on individuals and job performance. She suggests intervention strategies that turn the multidimensional syndromes of exhaustion, cynicism and ineffectiveness into energy, involvement and achievement. Christina Maslach, professor of psychology at the University of California at Berkeley, is one of the pioneering researchers on job burnout and is the creator of 'The Maslach Burnout Inventory,' the most widely used research measure in the field." (43 minutes) (VHS & DVD)
HF5584.85 M37 2001

CAREER PLANNING

A Basic Toolkit: Good Manager & Good Employee Skills

"This video offers a practical, grounded approach to improving the workplace environment and advancing your career. Debra Wilcox Johnson presents different perspectives to help you gain a mutual understanding of what it means to be both a good supervisor and employee. She will provide you with specific information for improving skills that will both help you advance your career and make your workplace more enjoyable." (120 minutes) (VHS)
PLTrnVid Z682 S64 2003

40 Hours: Invest in Yourself

“This employee development program will inspire employees to maximize their workdays and to take more ownership of their job satisfaction. A shift in attitude and perspective is the first critical step to improving the work experience. *40 Hours* provides a great jump-start to all levels of employees in every work environment. Using an engaging story line, the program focuses on the following keys to a maximized work life: connecting and belonging; taking pride and earning respect; having fun; seeking growth; and finding purpose and meaning.” (20 Minutes) (VHS & DVD)

HF 5549.5 J63 F67 2003

How to Set and Achieve Goals: Know Yourself & What You Want From Life, Vol. 1

“In this program, you will discover what is really important to you and you will identify some negative behaviors that may be holding you back. Some of the skills presented will help you to: understand how childhood experiences can influence goal-setting, learn to eliminate what you don’t want and overcome conditions that make you settle for less.” (50 minutes) (VHS)

BF 505 G6 H68 1989 v.1

How to Set and Achieve Goals: Get focused and Take Immediate Action, Vol. 2

“Volume Two of this series takes up where the first video left off in your goal-setting , showing you how to reach your goals and to keep on track when you reach a setback. In this program, you will discover how to keep your enthusiasm high and how to balance long and short-term goals. You will also see how to gain support of your family and friends and how to take action now.” (50 minutes) (VHS)

BF 505 G6 H68 1989 v.2

Myers-Briggs Type Indicator

“Provides a basic understanding of how the MBTI uses individual preferences to determine four fundamental preferences and sixteen personality types, and presents the MBTI as a useful tool to enhance personal self-awareness and understanding.” (16 minutes) (VHS)

BF 698 8 M94 M94 1995

A Professional Toolkit: Tools for Advancement

“This teleconference addresses skills required for professional advancement for library staff. Topics include mentoring, creating professional portfolios, career ladders, professional organizations and meetings, and information about the American Library Association’s current initiatives concerning library support staff.” (120 minutes) (VHS)

PLTrnVid Z682.2 U5 S64 2004

Where Do I Go From Here

“This film offers key concepts about career planning as well as sample activities and materials for conducting seminars on that topic. Trainers using this guide have at their disposal everything they need to prepare and deliver such programs effectively.” (20 minutes) (VHS)

HF 5381 W54 1985

WorkSmarts: How to Get Along, Get Noticed, and Get Ahead

“This video shows employees and supervisors what it really takes to fit in and succeed in an organization. It gives the ‘inside scoop’ in a friendly manner - covering the unspoken truths we all wish we knew from day one. Four main strategies for success are discussed: be positive and proactive; be accountable and flexible; be cooperative and respectful; and communicate actively and listen. Through video demonstrations of these strategies, focused discussions and a variety of exercises, participants develop the competence and confidence to actively participate in the work environment.” (18 minutes) (VHS)

HF 5549.5 T7 W677 2003

CHANGE

Business of Paradigms

“Joel Barker says people shoot down good ideas because they assume that the future is merely an extension of the past. People resist change when they operate within old paradigms. These paradigms establish boundaries and provide the rules for success. People tend to filter out information that doesn't fit the paradigm. Barker calls this the ‘paradigm effect.’ This can block creative solutions to problems and the ability to see the future. This film makes people aware that we view and understand the world through our paradigms. This is a crucial step toward breaking through barriers to innovation and unlocking resistance to change.” (38 minutes) (VHS)

HD30.27 B87 1989

Creating You & Company

“It is a paradox: almost all Americans are employed, but there is a widespread sense that no one's job is secure. Temporary workers, contractors and outsourced employees are doing the work that yesterday belonged to the organization's own full-time, long-term workers. In short, jobs as we have always known them are going away. William Bridges, President of William Bridges & Associates, explains why this is happening and how individuals can cope with and even capitalize on this situation.” (53 minutes)

HD58 8 C74 1998

Joel Barker's The New Business of Paradigms

“Now more than ever, organizations need the insights of *Joel Barker's The New Business of Paradigms*. For more than a decade, futurist Joel Barker has helped organizations deal with change. His training program has been reinvented to meet the demands of today's changing world. We all know the rules for success in our professions. We all know that these rules, or paradigms, can change at any time.”

(26 minutes) (VHS & DVD)

HD 30 27 B87 2001

Leading in a Time of Change: A Conversation with Peter F. Drucker and Peter M. Senge

“This video presents a conversation between Peter F. Drucker and Peter M. Senge, bringing together two great minds of modern management to share their wisdom on how leaders can prepare themselves and their organizations for the inevitable changes that lie ahead. They talk about the importance of all organizations learning to lead change. It serves as a fundamental resource for planning and implementing change.”

(42 minutes) (VHS)

HD58.8 L21 2001

Leading Yourself through Change

“The video, as part of a 1-hour workshop or as a three-hour action planning workshop, takes the participant through the 5 action steps that lead a person through change: Overcome the negative feelings that come with change, reframe unproductive thoughts & beliefs, unfreeze and try new behaviors, arrange encouraging consequences to keep themselves motivated and discover the impact they have on others as they deal with the change.” (23 minutes) (VHS & DVD)

BF637 L53 L43 2005

Managing Change

“Highlights: why change is important for growth; the importance of technology in driving change; ways to successfully involve employees in change; and the role of confidence in creating change. If you're not thinking about how to change things or how to innovate in your company, you're going to be left behind. It might be later rather than sooner, but it is inevitable. Change is one of the few variables that remain constant. Carol Bartz, a self-described ‘change agent,’ discusses ways to drive, rather than simply react to, change.” (57 minutes) (VHS)

HD58.8 B37 1997

Painless Performance Improvement

"Real change only happens when the decision to change comes from the person doing the changing.

Painless Performance Improvement provides managers with a simple and proven technique to help team members improve their own poor performance without the drama, pain or conflict often associated with performance issues.... Supervisors will relate to scenes of management gone awry as well as employee's favorite excuses and sidetracks." (23 minutes) (VHS)

HF 5549.5 M63 P35 2004

Tactics of Innovation: How to make it Easier for People to Accept New Ideas

"*Tactics of Innovation* explores a problem that plagues organizations everywhere: Why smart people reject good ideas. 'It is natural and logical for people to resist change,' "says Joel Barker. New ideas upset the balance and change makes things difficult. Only by developing the ability to present your idea from the user's point of view will you be able to achieve success. *Tactics of Innovation* and its ten-step strategy will help you remove barriers to change. It is an important message for any organization that wishes not only to discover new ideas, but also to bring them into practice." (22 minutes) (VHS)

HD 58.8 T32 1998

Tempered Radicals: How People Use Difference to Inspire Change at Work

"This video, using the philosophy of Debra Meyerson, is a timely account of the effect 'tempered radicals' have on organizations. Who are tempered radicals? A few years ago, they were the people who encouraged women to seek positions in executive management and academic life and first recruited minorities for management training programs. Today, tempered radicals include: an African-American woman who tries to make her workplace more friendly and welcoming for other African Americans; a white male who believes work-life balance is a necessary and inalienable right for all working family members; a gay man who requests domestic partner benefits as part of an employment package. In short, tempered radicals have made the business world take note and adopt progressive policies before attitudes have changed in the world at large." (49 minutes) (VHS)

HD58.8 M49 2001

Who Moved My Cheese?

"Based on Dr. Spencer Johnson's best selling book, this video offers an entertaining presentation, through animation, on how to increase success and reduce stress in times of change. Viewers explore the fear of change and how it affects those who must adjust their behavior patterns." (20 minutes) (VHS)

BF637 C4 J642 1999

COACHING

Coaching

"A coach of a gymnastics squad demonstrates the role as helping each individual attain full potential and making him/her a valuable member of the team." (30 minutes) (VHS)

HF5549.5 T7 C68 1993

Coaching From the Heart

"The winningest coach in the history of pro football and one of the world's top management consultants team up to reveal coaching secrets that have made them successful in the video *Coaching From the Heart*. Learn to lead and motivate your people to peak performance through five coaching secrets that made Miami Dolphins coach Don Shula, the winningest coach in professional football and Dr. Ken Blanchard, (*The One-Minute Manager*) a leading coach of top managers." (26 minutes) (VHS)

HD57 7 C6 1997

Face to Face

"This video tells managers how to improve work performance by changing behavior not people. It has a coaching theme."

(30 minutes) (VHS)

HF5549. 12 F682 1981

The Helping Hand: Coaching Skills for Managers

"Coaching is a critical management skill that will enable managers to guide their direct reports and help them cope more effectively with existing as well as new tasks and responsibilities. Featuring John Cleese, *The Helping Hand* provides a humorous learning experience that will enable managers to understand the value of coaching while implementing processes for setting goals, motivating employees and following through on expectations. The course draws an important distinction between coaching and training."

(24 minutes) (VHS)

HD30.4 H45 1990

Mentoring Partnership Workshop: Introduction to Mentoring, Video Case Studies

"The story line presents a challenging situation related to mentoring which contains a number of themes that participants need to address. Each segment will end with summation of the teaching points and message for the participants." (19 minutes) (DVD)

PLTrnVid HF5385 M46 2005

We Need to Talk: Coaching Employees

"Performance coaching is the term used for meetings in which a manager wishes to help an employee improve a specific work behavior or skill. In this training session, participants will learn the key elements necessary for a productive performance coaching session. The video presents typical workplace scenarios that will prepare managers for handling difficult issues, emotions, evasions, and diversions that get in the way of employee achievement and positive outcomes on a day-to-day basis." (24 minutes) (VHS)

HF 5549.5 C8 W4 1997

When the Coach Is You: Skills for Helping Others Learn What You Already Know

"These days, coaching isn't only the responsibility of the manager. Any team member may be called upon to coach a coworker. This video walks viewers through the practical steps to increasing success for coaches and learners in any organization. Viewers will explore how to: prepare the learner, demonstrate for the learner the skills desired, establish and maintain a positive coaching atmosphere, and let the learner perform his/her newly learned skills." (18 minutes) (VHS)

HF5549.5 T17 W48 2000

COMMUNICATION SKILLS

Abilene Paradox, The

"This film features Dr. Jerry B. Harvey, Professor of Management Science at George Washington University. Based on his best selling book, *The Abilene Paradox*, Dr. Harvey explains mismanaged agreement within groups where a condition of poor communication causes counter-productive decisions. The paradox is that not all group members are in agreement but go along with decisions because they think the rest of the group does agree. Film teaches why group consensus is NOT always what it appears and encourages members of groups to voice their true opinions in order to prevent incorrect group decisions." (28 minutes) (VHS)

HD30.23 A25 1984

Abilene Paradox, 2nd Edition

"This classic film on management in an organization has been completely updated with a fresh, new look and a faster, more engaging pace. Whether you are interested in leadership, individual-accountability, communication, team building, decision making or problem-solving training, you'll find this film flexible enough to target the skill sets most important to your organization at any given time." (28 minutes) (VHS)

HD30.23 A25 2002

Body Language: An Introduction to Non-Verbal Communication

“If actions speak louder than words, then body language is shouting. Let this video be a guide through the land of subconscious gestures, silent language, the rules of eye contact and invisible grammar. Viewers learn how cultural difference influence body language, how public behavior is governed by unwritten rules and how people ‘mark’ and claim territory using subtle effective cues.” (25 minutes) (VHS)

BF637 N66 B63 1993

Business Writing: Getting Started

“This program demonstrates to viewers how to tackle the hardest part of business writing – getting started. It follows Bob Tilson, personnel director of Allied General, as he learns the 4 fundamental steps to clear and concise business writing. Each of the 4 steps is demonstrated. After watching this film, viewers will be able to: create a purpose statement; use techniques to write to the reader’s interest; use mind-mapping to generate ideas and free-writing to produce a first draft; and make a document visually appealing.” (VHS) (19 minutes)

HF5718 B87 1990

Communicating Non-Defensively: Don’t Take It Personally

“Viewers gain an understanding of why all people are naturally defensive, as well as learn the symptoms and consequences of inappropriate defensiveness. This video shows that we all must be responsible for how we deliver and receive messages. *Communicating Non-Defensively* shows how to disengage from a defensive position, how to empathize and disarm a defensive person, how to inquire and focus on the issues, how to disclose ones own needs and goals non-defensively, and how to depersonalize the issues.” (31 minutes) (VHS)

HF 5549.5 C6 C66 1994

Communication: The Nonverbal Agenda

“This film examines the role that nonverbal messages play in our lives at work. As we see in the film, it is especially troublesome when we send or receive mixed messages -- when the words say one thing and the facial expressions, tone of voice, and body language say something else. Confused messages greatly impair our ability to communicate effectively. They have an adverse impact on morale, performance and productivity. Nonverbal language is something we cannot afford to ignore. It is a powerful and fascinating aspect of communication. This film offers concrete guidance in becoming more alert to this ‘silent language’.” (21 minutes) (VHS)

HF5549.5 C6 C66 1988

Communication Nightmares

“The scenarios in *Communication Nightmares* exemplify coworkers struggling through different types of conversation and personality conflicts: a retail worker and manager trying to understand the other’s perspective; an employee struggling to get his boss to listen; an employee dominating the group discussion; an employee interrupting the conversation; and an employee having difficulty communicating what she really wants to say. Each dramatization shows how each of these situations can be improved by understanding how to apply the appropriate techniques.” (26 minutes) (VHS)

HF 5549.5 C6 C658 2000

The Communication Toolkit

“Designed for maximum flexibility, the *Communication Toolkit* provides vignettes that can easily be incorporated into a custom training course. The 39 clips in the *Toolkit* are organized into the following communication skill categories: speaking clearly; active listening; nonverbal communication; conflict & difficult conversations; group communication; and presentation skills.” (71 minutes) (DVD and CDs)

HD30.3 C651 2004

Dialogue-Now you’re Talking

“Dialogue isn’t a natural form of communication. When we feel threatened or in conflict, we humans tend to defend our positions or ideas and resist exploring other options. *Dialogue –Now you’re Talking* is a 4- program series. Program 1, ‘Communicating in a Diverse World,’ is the overview module. Here, the fundamental skills and rules of dialogue are explored. Programs 2, 3, and 4 present actual dialogue sessions addressing cultural, gender, and generational issues respectively. These demonstrate how a dialogue might work and model the basic rules one needs to follow. Each program can stand alone or may be presented in combination with other modules.” Program 1 (25 minutes) Program 2 (24 minutes) Program 3 (21 minutes) and Program 4 (24 minutes) (VHS &DVD)

Emotional Intelligence

“Most of us have been conditioned to believe that emotions are not welcome in the workplace, that team and work decisions should be based upon cold, logical reason. Today there is a growing body of science in the emerging field of emotional intelligence (EI), indicating that proper understanding - and use of - emotions can be critical to helping us be more effective workers and better communicators. Five EI competencies are introduced: self-awareness, self-regulation, self-motivation, empathy and effective relationships. The program then takes viewers to organizations such as Kaiser Permanente, State Street Bank and Nichols Aluminum where training in emotional intelligence is being used to help employees access the power of emotions to create better, more productive working relationships.” (23 minutes) (VHS)
HF5548.8 E46 2001

Face It! Using Your Face to Sell Your Message

“Arch Lustberg shows you his methods for enhancing communication. Learn how your face can become your greatest asset in selling your ideas and your library.” (16 minutes) (VHS)
PLTrnVid BF592 F33 F33 2002

For Goodness Sake

“Video shows why it is important to be good to each other using a series of vignettes featuring Hollywood celebrities.” (21.30 minutes) (VHS)
BJ151. 2 F67 1992

How to Speak Up, Set Limits, and Say No without Losing Your Job or Your Friends

“No one needs to feel bad. This video will show you new ways to stand up for your rights without damaging your relationships. You’ll learn exact words and phrases to use in tough situations and specific techniques that will help you get treated the way you want.” (93 minutes) (VHS)
BF575 A85 A73 1991

Making E-Communications Work: Strategies to Manage Web Sites and E-Mail

“This video was produced by The National Council of State Legislators (NCSL) for more than 2000 newly-elected state legislators, experts in the field share views for legislators to improve constituent communications through effective management of email and websites. Although aimed at legislative staff, it will be useful to any government employee.” (15 minutes) (VHS)
JK468 A8 M34 2003

Managing Communication in a Multicultural World/ John Baugh

“Highlights: linguistic behaviors as economic commodities; domestic and global strategies in a multilingual world; and managing a multicultural workforce.” (54 minutes) (VHS)
HD30.3 B38 2002

One Person’s Struggle with Gender Biased Language

“Gender-biased language unnecessarily differentiates between women and men, thereby perpetuating discriminatory attitudes and practices. Examples of gender-biased language that is denying women the right to name themselves (referring to all females as ‘ladies’ rather than as ‘women’), using sex to differentiate job titles (chairman/chairwoman), and using referents that deny self-esteem (broad, dame), withhold adulthood (girl), and exclude women (mankind). This program portrays one person's struggle with accepting new ways of looking at language. Our ‘struggler’ views various scenes in which gender-biased language is used, and then he discusses these experiences with experts on language and diversity. The objective is to foster an awareness of problems associated with gender-biased language and to encourage the use of alternative word choices.” (23 minutes) (VHS)
PE1460 O54 1994

Power of Words

“This short but powerful video gets right to the heart of communication that works, setting the stage for great meetings and training sessions in communication, diversity and teamwork. Participants learn: to use ‘words of power’ in their communications and the importance of framing comments positively.”

(3 minutes) (VHS)

HF5549. 5 C6 P68 1992

Power Writing: The Key to Success

“To be successful, you need superior writing skills - no matter what your job. This video offers proven methods to help you - and your staff - write so that bosses, clients and colleagues buy your ideas, products and services. You'll discover proven ideas on how to: ask four key questions before writing a word; find out what kind of writers you and your staff are and how to improve; overcome writer's block; organize and tighten your writing; energize your verbs; and more.” (39 minutes) (VHS)

HF5718 P69 1990

Proofreading & Editing Skills: How to Achieve Total Accuracy in Written Communication

“Written mistakes are embarrassing and costly. They make you come across as sloppy and unprofessional to your reader. They can even convey the wrong message – and result in serious problems. Volume one: Perfect Proofreading; Volume 2: Grammar and Punctuation; Volume 3: Spelling and Usage.” (Vol. 1: 1 hour, 13 minutes; Vol. 2: 1 hour; Vol. 3: 50 minutes) (VHS)

Z254 S64 1992

Relationship Strategies I and II

“*Relationship Strategies* is a two-video course utilizing dramatic vignettes to illustrate communication situations. Part One: Understand and Identify focuses on the four styles: Dove, Owl, Eagle, and Peacock and how they differ. It teaches viewers how to identify their own styles and the styles of others. Part Two: Adapt shows the viewers how each style can adjust to better communicate with others. It also gives examples of how each style wants to be treated in normal and stressful situations.” (Parts I and II: 40 minutes) (VHS)

HD 30.3 R45 1993

Report Writing

“This program outlines the six steps to successful report writing: focusing on the objectives, organizing points into related groups, and using the four P’s (Position, Problem, Possibilities and Proposals.) The video shows how avoiding the use of jargon and keeping words, sentences and paragraphs short and simple, will contribute to a report's overall effectiveness. Additionally, making the report look readable will encourage its recipients to read and respond to it.” (20 minutes) (VHS)

HF5719 R47 1993

Strictly Speaking

“Hosted by Edwin Newman, this video makes us aware of the crimes we are committing against our language. The viewer is encouraged to use direct, lucid and imaginative language while avoiding jargon and trick phrases, which drain our language of its vitality and clarity.” (30 minutes) (VHS)

PE2802 S87 1980

Talking 9 to 5: Women and Men in the Workplace

“Dr. Deborah Tannen explores conversational gender differences that start early in childhood and affect our productivity in the workplace. Meaningful stories and real-life examples show the power of understanding conversational styles and how better understanding will dramatically improve your workplace.”

(30 minutes) (VHS)

HD30.3 T34 1995

Ten Commandments of Communicating with People with Disabilities

“Designed for use by anyone who employs, serves or interacts with people with disabilities, the focus of this video is on ‘etiquette for the world.’ A person with a disability who discusses his/her personal views on this subject presents each commandment.” (26 minutes) (VHS)

When I say No, I Feel Guilty

“This program teaches specific skills to be courteously assertive. This skill encourages better communication and healthier relationships.” (30 minutes) (VHS)

BF575 A85 W54 1991

Yes or No

“Dr. Spencer Johnson, author of the *One-Minute Manager* and the originator of its system, offers a 5 step system for expediting decision-making and empowerment resulting in individual and organizational success. This film shows people how to make more successful choices sooner and reduce the stress that often accompanies the pursuit of success.” (26 minutes) (VHS)

HD30. 23 Y47 1994

You're not Communicating

“This video makes a point in assisting the viewer in breaking down the common barriers to communication. It leads the way to revitalizing professional relationships and developing expert communicators among your staff with the time-tested skills outlined in this how-to-video. Training Points from the video are: how to utilize the five basic steps to effective communication; how to organize thoughts and messages before sending them; and how to use analogies and examples to make messages meaningful.” (23 minutes) (VHS)

BF637 C45 Y68 1989

You're not Listening

“Most people would agree that listening is critically important to success. Yet studies have shown that we listen at only 25% efficiency. Many of us fall victim to distractions, tune out if we lose interest, or are more intent on making our own point than in trying to understand the other person. Or we may commit a host of other common listening errors. Training Points for this video: how to identify and overcome barriers to listening; how to recognize advantages of good listening and the consequences of not listening; and how to master six effective listening skills. In *You're Not Listening*, a series of vignettes identify poor listening habits and demonstrate how they can be overcome.” (19 minutes) (VHS)

BF323 L5 Y618 1991

CONFLICT MANAGEMENT

Between You & Me: Solving Conflict (with vignettes.) Government Version

“A trainer's favorite since its release, this program uses believable, realistic role-plays to help employees embrace teamwork and solve their own conflicts without management intervention. It helps the employee in: taking responsibility for conflict and uncovering both sides; ventilating and neutralizing emotion; listening without arguing or judging; and reaching consensus.” (28 minutes) (VHS & DVD)

HD42 B48 1995

Dealing with Conflict

“Conflict shifts the focus away from work and the basic goals of the team, department and organization, negatively impacting productivity and ultimately, the bottom line. Based on the world-famous Thomas-Kilmann Conflict Mode Instrument, this program offers methods for recognizing and resolving conflict by dramatizing three scenarios that highlight the five positions taken by most people during contentious situations: avoiding, accommodating, competing, compromising, and collaborating. While the skills and insights presented here will enhance management's ability to resolve conflicts, they are for all employees -- enabling everyone to work through conflicts with less dependence on superiors.” (20 minutes) (VHS)

HD42 D4 1992

Getting Ahead by Getting Along: People Skills for the Workplace

“This videos teaches co-workers how to settle both personality clashes and work conflicts amongst themselves before their differences get a chance to escalate. It dramatizes a series of situations that occur commonly on the job, and reminds us of solutions we all learned at home for getting along with others.” (16 minutes) (DVD)

HF5386.5 G48 1998

Solving Conflict

“Part I contains a how-to training, designed to help participants learn how to resolve conflict. Part II contains dramatic vignettes modeling positive conflict-management techniques.” (27 minutes) (VHS)
HF5549. 12 S64 1993

Team Conflict: Successfully Managing and Resolving Team Conflict in the Workplace

This video describes how to manage conflict within the team. (23 minutes) (VHS)
HD42 T42 1994

Winning the Confrontation

“This video demonstrates methods that can be used by schoolteachers, trustees, administrators or other school leaders when facing confrontation.” (40 minutes) (VHS)
PN4135 L875 1994

CREATIVE THINKING

Creating Our Future through Creativity

“This high-energy presentation defines the visionary thinking necessary to develop mastery on personal and professional levels. Designed to help deal with change, challenges and obstacles, James Mapes captures the energy each of us needs to discover within and points a path to success.” (80 minutes) (VHS)
HM1201 C73 1993

Celebrate what’s Right with the World with Dewitt Jones

“In *Celebrate What's Right with the World*, Dewitt Jones asks: Do we choose to see possibilities? Do we really believe they're there? He assures us that there is always more than one right answer. This video helps us recognize the possibilities and find solutions for many of the challenges before us. It utilizes stunning photography and powerful dialogue to help viewers approach their lives with celebration, confidence, and grace.” (22 minutes)
HF 637 S4 C44 2001

Everyday Creativity

“*Everyday Creativity* is a video about how we all have the ability to make the ordinary extraordinary. Everyday we are all presented with the opportunity to come up with the next solution, the next right answer to our problems. In *Everyday Creativity*, National Geographic photographer Dewitt Jones, challenges such thinking and shows us that we have the ability to be more creative in everything we do.” (25 minutes) (VHS)
BF408 E93 1999

Focus your Vision with Dewitt Jones

“How can we find our direction, our purpose? When we combine our energy and passion with our focused visions, we give ourselves direction and power. Dewitt Jones's newest release, *Focus Your Vision*, encourages us to develop our visions and turn them into reality. When we connect with our vision, and in doing so, release our passion, we have a better understanding of who we are, what we stand for, and where we are going.” (20 minutes) (VHS)
BF 367 F63 2004

Maps, Mindscapes and More

“This video demonstrates ‘mind mapping,’ a unique form of graphic representation which enables learners to capture presentations and discussions in a form that clearly conveys the essential concepts and relationships.” (90 minutes) (VHS)
LB1601. 5 M36 1993

Margaret Wheatley's Lessons from the New Workplace

"This is a documentary on applying Mother Nature's lessons to the workplace. It features case studies from the U.S. Army, DuPont Corporation and a North Carolina school system. Participants will learn what it means to be part of a learning organization, the importance of the effective exchange and utilization of information, mapping organizational vision and values onto even simple tasks and more. In step-by-step detail, this video shows how three vastly different organizations have successfully implemented Dr. Wheatley's concepts within their teams. Looking at these diverse organizations, viewers will find many practical applications on how to analyze their own work roles in new and more productive ways." (24 minutes) (VHS)

HD58.8 M324 1995

CRITICAL THINKING

Galileo: The Challenge of Reason

"In Galileo's time there was no discipline of science. Then, science was regarded as the least important branch of philosophy that concerned observation rather than contemplation. This film is useful for promoting analytical and critical thinking. This dramatic production presents Douglas Watson as Galileo, challenger of traditional views of astronomy and physics, whose conflict with established beliefs lead to his trial as a heretic in 1632, but whose theories dominated western thought in succeeding centuries."

(26 minutes) (VHS)

QB36 G2 G35 1970

CUSTOMER SERVICE

Business Etiquette

"What kind of impression are you making to visitors to your work environment? This video illustrates the missteps taken by staff while trying to impress a prospective candidate for a job. Once the team learns a few important tips on business etiquette, their guided tour of the workplace is a success." (18 minutes)

(DVD)

HF5718 C734 2002

But I Don't Have Customers

"Do your employees realize that every person in every department has customers? This video teaches employees the steps and techniques for defining their internal customers and how to serve them appropriately. By asking questions, listening, and keeping their word, employees can create a positive and productive working environment, which will reflect on external customers, as well." (21 minutes) (VHS)

HF5415.53 B87 1998

Customer Service at Work

"This video uses believable drama to present all the basic principles of customer service. It goes beyond traditional techniques to concentrate on the fundamental dynamics of behavior and attitude.

To give added impact to each learning point, a diverse range of scenarios is used including telephone bookings, retail purchases and internal office communications. This video 1) demonstrate key skills in a realistic environment that your colleagues will recognize; 2) improves every customer service interaction, whether it's over the phone, in a shop or an internal client situation; and 3) defines the four common types of teammates and learn how to work with them." (15 minutes) (VHS)

HF5415.5 C87 2005

Dealing with People

"This video illustrates some basic skills in effective customer service. Four customer service situations are presented in which the service representative from one situation becomes the customer in the next. This emphasizes the fact that all of us are customers and that customer service is only effective if the customer feels it is."

(13 minutes) (VHS)

HF5415.5 D43 1993

Give 'Em the Pickle

"Your business is not what you sell; it's whom you serve. Meet Bob Farrell, founder of Farrell's Ice Cream Parlor and Restaurant, as he serves up the most important aspect of any service business: taking care of the

customer. We're all in the same business, the people business. Make sure your employees have the scoop on effective customer service with this fun, lighthearted training tool. Viewers will learn what it takes to foster and maintain customer loyalty." (18 minutes) (VHS & DVD)

HF5415.5 G58 2002

Municipal Employee Training – Customer Service

"New public employees learn the importance of giving basic respect to each person they deal with and the importance of being open and pleasant and truthful and sincere. They learn the value of minimizing unnecessary frustration, of responding to requests in a timely manner and the necessity of learning their jobs completely in order to be an informed public servant. By the end of the program new employees understand clearly the principles of successful customer service and that they are expected to put these principles into practice every single day they come to work." (11 minutes) (DVD)

PLTrnVid JS148 C87 2006

The Other Side of the Window: Providing Exceptional Service in Government

"This important video illustrates how bureaucratic systems and procedures, however necessary to workflow, can get in the way of providing the level of service - and respect - the public requires. It's a valuable journey into attitudes and assumptions, a realistic look at the day-to-day public sector workplace that is full of customers anxious about the help they need and well-meaning CSRs hampered by inflexible rules. Government agencies are often hampered by inflexible rules. This video depicts a day in the life of one hapless customer experiencing various agencies with little satisfaction. The irony is that this customer is a government worker himself." (13 minutes) (VHS & DVD)

JF1601 O83 2001

Quality Service in the Public Sector

"This training program is designed to instill and enhance customer-service skills in public sector organizations. It will give your participants an opportunity to learn: to identify effective methods for providing excellent service to the public; to use telephone fundamentals; how to deal with difficult customers; to use open-ended and closed ended questions to discover wants and needs; and the importance of personal appearance and looking organized." (25 minutes) (VHS)

HF5415.5 Q34 1993

Remember Me

"Good customer service is as simple as common courtesy. But common courtesy can be hard to find these days. This film is a fast look at several typical examples of the salesperson-customer interface. It illustrates that the attitude behind how a customer is treated is even more important than meeting the customer's service expectations." (11 minutes) (VHS)

HF5415.5 R46 1991

7 Things Never to Say to Your Customers

"Scenarios illustrate the poor customer service that can result from using seven seemingly innocuous phrases. Experts in the field give advice on alternatives and how to turn a bad customer experience into an excellent one." (18 minutes) (VHS)

HF5415.5 S48 2005

Smile! Make 'Em Smile

"Smile! (Sincerity, Motivation, Integrity, Laughter, Enthusiasm). Positive attitude can be the primary factor in every customer service interaction -- for the sake of the customer and, most importantly, for your own quality of life." It was inspired by Seattle's singing bus driver, Reggie Wilson. (12minutes) (VHS &DVD)

HF5415.5 S64 2002

So Help Me (Employee edition)

“This film illustrates realistic customer service problems that can frustrate both customers and employees. It provides solutions to these problems that satisfy everyone: the customer, the organization and the employee. These solutions include: working with policy to solve problems, helping customers outside your department, actively listening, treating every customer as your own, and defining customer needs. *So HELP Me* demonstrates employees giving the kind of service that turns dissatisfied people into loyal customers. As one customer service provider in the video says, “... at the end of the day it makes me feel like I’m doing something useful. Instead of adding to people’s frustrations, I’m actually helping them out.” This program benefits: all customer service providers, including sales associates, government employees, telephone customer service representatives and all other service professionals.” (18 minutes) (VHS & DVD)

HF5415.5 S65 2005

So Help Me (Supervisor edition)

“*So HELP Me*” (*Supervisor Edition*) takes a fresh look at customer service by showing the direct connection between a supervisor’s behavior and the way employees treat customers. When employees are listened to, respected, and encouraged, they will do the same for their customers. Supervisory behaviors that promote excellent service include: telling people what they’re doing right, helping employees find solutions, focusing on people rather than numbers, empowering people to do their jobs, and turning mistakes into opportunities for growth. *So HELP Me*” (*Supervisor Edition*) demonstrates supervisory practices that facilitate excellent customer service. The result is not only a better service provider, but also a loyal and satisfied customer. This program benefits: new and experienced supervisors and managers in all service industries.” (18 minutes) (VHS & DVD)

HF5415.5 S65 2005b

What's Wrong With This Picture?

“Ten powerful vignettes put the class in charge of identifying various customer service blunders and suggesting appropriate improvements.” (16 minutes) (VHS)

HF5541 T4 T44 v. A

DIFFICULT PEOPLE

Coping with Difficult People I

“The program will help participants: develop a framework of understanding disruptive behavior; produce a plan aimed at developing a more productive relationship with a specific difficult person they have encountered; and discover specific methods that are useful in coping with six difficult behavior patterns. The three difficult people encountered in the first video are: know-it-all experts, stallers, and snipers.”

(21 minutes) (VHS)

HF5548.8 C58 1989

Coping with Difficult People II

“This film is the continuation of *Coping with Difficult People Part I* and gives examples of three additional types of difficult people: Sherman Tanks, Super Agreeable, and Complainer. See the description for Part I for more in depth information on the film.” (20 minutes) (VHS)

HF5548.8 C58 1989

Dealing with Difficult People

“In the Age of Information, people have come to expect results immediately! Perennial favorite, Deb Johnson provides some practical advice on how to deal with impatient and frustrated patrons.” (120 minutes) (VHS)

PLTrnVid Z711 D87 2005

Municipal Employee Training – Dealing with Difficult Citizens

“The program follows five difficult situations public employees have faced in the past from the beginning of the incident to its successful conclusion, and includes explanations of how to assess the situation, how to position yourself, how to interact with the other person, and how to slowly take control of the situation.” (10 minutes) (DVD)

PLTrnVid JS148 D43 2006

Working with Difficult People

“Sometimes conflicts can take precedence over organizational goals. A difficult person is not someone who is having a bad day but someone who is difficult often and often difficult with everyone. This program describes a process to use in dealing with difficult behavior.” (26 minutes) (VHS)

HD42 W67 1984

DISABILITIES

Accommodating Employees and Job Applicants with Psychiatric Disabilities in the Workplace

“The video identifies key concepts of the ADA and applies the concepts to six fictitious employment scenarios involving individuals with mental disabilities. Viewers gain a cursory understanding of the categories of mental illness, essential functions, reasonable accommodation, undue hardships, disclosure requirements, and implications of harassment.” (Pt. 1, 16 minutes; Pt. 2, 19 minutes) (DVD)

HV3005 A23 2006

ADA: The Americans with Disabilities Act

“This video discusses the Americans with Disabilities Act of 1990, signed into law by President Bush. Tells why the law was needed and how it helps disabled Americans.” (18 minutes) (VHS)

HV 3023 A3 A4 1992

ADA Maze: What Can You Do

“The Americans with Disabilities Act (ADA), which passed in 1990, calls for removing all barriers that deny individuals with disabilities equal opportunities in all aspects of life. Title I of the ADA prohibits discrimination against qualified individuals with disabilities in the workplace with regard to all terms, conditions, and privileges of employment. Title II mandates that public entities accommodate persons with disabilities to ensure their participation in services, programs, and activities”. This film provides a summary of ADA and suggests ways that managers can adapt to the laws and regulations. (16 minutes) (VHS)

HD7256 U6 A191 1991

The ADA: Tough Questions and Straight Answers

“This program provides accurate legal information on the Americans with Disability Act (ADA) to help managers understand what is expected of them, how to sort through the tough issues and respond effectively. Managers will get a better grasp of how the Act impacts them and find key answers to their most frequently asked questions. Learning point highlights are: 1) educates managers about the Americans with Disabilities Act; 2) provides critical legal information to guide decision making case-by-case; and 3) provides answers to the most frequently asked questions about ADA.” (15 minutes) (VHS & DVD)

HV 1553 A35 2001

Difficult People: How to Deal with Them

“Regain control of your life by identifying six major types of behavior and learning how to deal with them: hostile/aggressives; complainers; silent/unresponsives; know-it-all experts; and super agreeables.”

(38 minutes) (VHS)

HM132 D54 1989

Equal Opportunities: Understanding Employment Legislation

“Covers laws such as Title VII of the Civil Rights Act of 1964, the Civil Rights Act of 1991, the Americans with Disabilities Act, the Family and Medical Leave Act, and other laws pertaining to discrimination and harassment in the workplace” (25 minutes) (VHS)

HD4903 E62 1993

Interviewing a Winner

“This video gives examples on how to interview people with various disabilities.” (30 minutes) (VHS)

HD 7255 I58 1986

A Little History Worth Knowing

“From ancient times to telethons to today's growing disability movement, this video traces the often-overlooked history of people with disabilities. *A Little History Worth Knowing* reviews historical stereotypes, media stereotypes, and the effect of today's technology on people's ability to work and live independently.” (22 minutes) Closed-Captioned (VHS)

HV1552 L57 1998

Making the ADA Work for You

“This video addresses both the attitudes and legalities necessary for managers and supervisors to effectively work with the Americans with Disabilities Act.” (22 minutes) (VHS)

HD7256 U6 M35 1992

Respect in the Workplace

“This video will demonstrate to your employees how pre-judgment, mistaken assumptions, and fear can contribute to malicious situations, leading to hurt relationships, lower production, and high employee turnover. Video looks at disabilities, sexual orientation, stereotypes, and race discrimination.”

(21 minutes) (VHS)

HD4903 R47 2000

Supervising an Employee with a Disability: Situations in the Workplace

“Men and women with various physical, sensory, hidden and developmental disabilities are portrayed successfully working in manufacturing, office and medical positions. A real-life look at issues and solutions in the workplace, with actual employers, supervisors, and employees with disabilities sharing their experiences and providing step-by-step guidelines for orientation, training, and ongoing supervision.”

(2 videos-56 minutes) (VHS)

HD7255 S86 1999

Ten Commandments of Communicating with People with Disabilities

“Designed for use by anyone who employs, serves or interacts with people with disabilities, the focus of this video is on ‘etiquette for the world.’ A person with a disability who discusses his/her personal views on this subject presents each commandment.” (26 minutes) (VHS)

BTBL HV1553 T46 1994

A Tool to Work with: The Americans with Disabilities Act

“This video, narrated by quadriplegic Joni Eareckson, provides all employees with an overview of the ADA. Questions posed are: What is a disability? Who is protected? Reasonable accommodations.”

(18 minutes) (VHS)

HV 3023 A3 A4 1992 c.2

Unfinished Business

“Situated in a corporate boardroom, a group of human resource officers and their CEO view segments of their new disability diversity modules. Through gentle humor, a flashback sequence and video within video, we view some very hard-hitting materials. With the help of old film clips, and other media portrayals, *Unfinished Business* gives a review of how people with disabilities are currently, as well as historically, treated.” (33 minutes) (VHS)

HD 7256 U6 U53 1996

A VideoGuide to (Dis)Ability Awareness

“Former President Bill Clinton opens and concludes this informative orientation to the human side of the Americans with Disabilities Act. Segments include etiquette and behavior, how to be comfortable and confident in your activities with persons who are disabled, and how to identify and remove unintentional barriers in your organization.” (25 minutes) Closed-Captioned (VHS)

HV1568 V52 1993

Visionloss: The Overlooked Labor Resource

"In today's job market, employers are always looking for the best and brightest to join their ranks and stay with their companies. The workers you will be introduced to in this video are dedicated, productive and loyal and they also happen to have vision loss. They are part of a valuable but often overlooked labor resource." Persons with vision loss are featured in this video, showing their excellent work potential. These workers show how they have the qualities most desired by employers." (12 minutes) (VHS)

HV1652 V57 1998

DIVERSITY

Dialogue-Now you're Talking

"Dialogue isn't a natural form of communication. When we feel threatened or in conflict, we humans tend to defend our positions or ideas and resist exploring other options. *Dialogue -Now you're Talking* is a 4- program series. Program 1, 'Communicating in a Diverse World,' is the overview module. Here, the fundamental skills and rules of dialogue are explored. Programs 2, 3, and 4 present actual dialogue sessions addressing cultural, gender and generational issues respectively. These demonstrate how a dialogue might work and model the basic rules one needs to follow. Each program can stand alone or may be presented in combination with other modules." Program 1 (25 minutes) Program 2 (24 minutes) Program 3 (21 minutes) and Program 4 (24 minutes) (VHS & DVD)

P 90 D53 2003 program 1-2

P 90 D53 2003 program 3-4

Different Like You: Appreciating Diversity in the 21st Century

"Our concept of diversity must evolve to encompass all of the talents, preferences, affiliations, intelligence and experience that make each one of us unique as individuals. Workforce diversity in the 21st century will focus less on what group one can be identified with, and focus more on the unique diversity of each individual as the organization's most valuable resource, its human capital." (20 minutes) (VHS & DVD)

HF5549.5 M5 D54 2001

Diversity in the Library: A Way of Life

"This film will help you examine those assumptions and realize that they can create barriers to outstanding public service. It uses scenarios taken directly from library workers' experiences. Viewers will be able to better serve all of their customers in this increasingly complex and diverse world." (20 minutes) (VHS)

PLTrnVid Z 682.35 P82 D58 2001

Generation Why? - Eric Chester

"What's up with Generation Why? - born between 1980 and 1994, they make up 25% of the world's population (much larger than generation X.) They are impatient, disengaged, disrespectful, image-driven, blunt and expressive, and skeptical. But fear not, because they are also adaptable, innovative, efficient, resilient, tolerant, and committed. This video will show employers how to minimize the negatives and maximize the positives." (22 minutes) (VHS & DVD)

HF5549 C45 2004

Generations: M.E.E.T for Respect in the Workplace.

"With workers from four generations now active in the workforce, the potential for misunderstanding, frustration and conflict puts increasing pressure on productivity. To turn that challenge into a competitive advantage, this program applies the *M.E.E.T. approach* to the complexities of effectively working in and managing a multigenerational workforce. Employees and managers gain insights, strategies and skills that help minimize generational conflict and strengthen collaboration. This program features the M.E.E.T. model: M - Make time to discuss; E - Explore differences; E - Encourage respect; and, T - Take personal responsibility." (28 minutes) (VHS & DVD)

HF 5549.5 M5 G46 2006

It's About Respect: Recognizing Harassment in a Diverse Workplace

"The video takes place in a company similar to many others in today's world. Four diverse employees come together for a training session on harassment. When they realize that the Human Resources Director in charge of the training is going to be late, the group starts tackling the subject on their own. They discover that each one of them has witnessed or been a party to harassment. Through personal revelations and group discussion, the four employees learn what harassment is and how they can help prevent it in the workplace." (21 minutes) (VHS)

HF 5549.5 S45 I8 2002

Joel Barker's Wealth, Innovation & Diversity

"*Wealth, Innovation & Diversity* takes you on a journey around the world to understand a fundamental truth: without diversity, there can be no innovation; without innovation, there can be no new wealth; therefore, diversity is the key to creating wealth for all. Hosted by author Joel Barker, *Wealth, Innovation & Diversity* contends that your organization will experience long lasting success only when you hire, promote and encourage diverse people and their ideas. Lessons are taught against such backdrops as Machu Picchu's ruins, a farm in Ireland, skyscrapers in Singapore, and the forests and plains of America. Drawing from history and science, Barker shares inspirational stories, making all of your viewers feel comfortable discussing the many dimensions of diversity." (31 minutes) (VHS)

HF5549 5 M5 J63 2000

Managing Communication in a Multicultural World/ John Baugh

"Highlights: linguistic behaviors as economic commodities; domestic and global strategies in a multilingual world; managing a multicultural workforce." (54 minutes) (VHS)

HD30.3 B38 2002

Managing Diversity

"*Managing Diversity* reveals a range of human perspectives on such issues as power, authority, communication and performance. This enlightening film helps manager better understand the cause and effect of varying viewpoints. It inspires open-mindedness and a willingness to learn from those with diverse backgrounds. It offers strategies for clearer two-way communications, more productive relationships and stronger teamwork. And it provides guidance for bringing the values of the organizational culture into focus, and into action." (22 minutes) (VHS)

HF5549. 5 M5 M36 1990

People

"*People* was originally inspired by a mere three lines from a poem, and was more recently impassioned by observing the outpouring of global humanity after the unfortunate tragedies of our new century ... *People* beautifully illustrates the potential of these universal human traits of kindness, generosity, and respect in our workplaces. This powerful, 4-minute video gets to the heart of the one thing that unites all people on earth. This one thing is the key to success in all our relationships." (4 minutes) (VHS & DVD)

BF637 C45 P46 2005

Respect in the Workplace

"This video will demonstrate to your employees how pre-judgment, mistaken assumptions, and fear can contribute to malicious situations, leading to hurt relationships, lower production, and high employee turnover. Video looks at disabilities; sexual orientation; stereotypes; and, race discrimination." (21 minutes) (VHS)

HD4903 R47 2000

A Tale of "O": On Being Different in an Organization

"This video uses simple graphics to explore what is like to be different from your colleagues, whether this is in terms of race, gender, specialist role, disability, or whatever. Written in 1979 by one of the few female management 'gurus,' Rosabeth Moss Kanter, this video is still very relevant today." (18 minutes) (VHS)

HD58 7 735 1980

Unfinished Business: Promotes Inclusion in the Workplace

“Situating in a corporate boardroom, a group of human resource officers and their CEO view segments of their new disability diversity modules. Through gentle humor, a flashback sequence and video within video, we view some very hard-hitting materials. With the help of old film clips, and other media portrayals, *Unfinished Business* gives a review of how people with disabilities are currently, as well as historically, treated.” (33 minutes) (VHS)

HD 7256 U6 U53 1996

Valuing Diversity: Communicating Across Cultures

“This video discusses preventing cultural misunderstandings through effective cross-cultural communication. *Communicating across Cultures* increases awareness of the skills necessary for cross-cultural interaction. It doesn't put responsibility on any one group. The video addresses the discomfort people feel with issues of race and gender; provides skills for effective cross-cultural communication and why communication is so important; raises awareness of barriers and examines misunderstandings based on miscommunication; and challenges employees to address ‘differences’ that create misunderstanding.” (30 minutes) (VHS)

HM258 V35 1987

Village of 100

“If we shrunk the earth's population to a village of precisely 100 people, with all existing ratios remaining the same, what would it look like? In under three minutes, this video statistically approximates what that village would be like. These dramatic figures make the need for both tolerance and understanding glaringly apparent.” (1.5 minutes) (VHS & DVD)

HM1271 V54 1998

What you are is What you were When – Again!

“Morris Massey is back with an updated version of this groundbreaking program. This video presents a framework for understanding and working with all different types of people. Morris takes on assumptions about race, religion, age, gender and will help you develop strategies to deal with your homegrown prejudices and acceptance of others. As Morris says in the program, ‘There's a reason we have two ears...but only one mouth. You want to know what people want...what people need? ASK them!’” (67 minutes) (VHS & DVD)

BF778 W53 2005

EMPLOYEE PERFORMANCE

The Dreaded Appraisal

“Giving a review—or receiving one—is a challenging experience, even when the news is good. Prevent performance appraisals from turning into disasters with *The Dreaded Appraisal*. This video emphasizes the need to remain in control, avoid irrelevant arguments and gain agreement on specific, measurable performance goals. *The Dreaded Appraisal* lets you sit in as three managers review three different employees, each an archetype of a 'problem' personality. Each illustrates a different challenge for managers and each presents an opportunity to turn negative attitudes into positive actions.” (31 minutes) (VHS)

HF5549.5 R3 D73 1990

Getting Ahead by Getting Along: People Skills for the Workplace

“This videos teaches co-workers how to settle both personality clashes and work conflicts amongst themselves before their differences get a chance to escalate. It dramatizes a series of situations that occur commonly on the job, and reminds us of solutions we all learned at home for getting along with others.” (16 minutes) (DVD)

HF5386.5 G48 1998

Human Touch: Performance Appraisal II

"In addition to providing direct feedback and establishing expectations, a performance appraisal provides the legal backup you need to support promotions, raises, terminations, and potential legal disputes. *The Human Touch: Performance Appraisal II* is used by hundreds of companies around the world to help managers understand that evaluating employees is an ongoing interactive process of monitoring and motivating that benefits supervisors, employees and the organization. *The Human Touch: Performance Appraisal II* also teaches supervisors how to: prepare a positive, constructive appraisal; eliminate any personal bias; be specific and candid; build on the employee's strengths; evaluate themselves as managers." (24 minutes) (VHS)

HF5549.5 R3 H857 1991

Light the Fire: Leveraging Appraisals for Maximum Performance

"Managing and appraising employee performance is a critical job for all leaders and managers. This video is designed to help participants understand and practice how to write goals and objectives that are aligned with and support their business; think about the entire scope of job responsibilities; see the benefits of coaching and mentoring; and identify personal skills and growth needs required to attain goals." (24 minutes) (VHS)

HF5549.5 R3 L54 2004

Motivation: Igniting Exceptional Performance

"Create a work environment where people do their very best every single day. Based on the proven strategies of the best-selling book *1001 Ways to Energize Employees*, this documentary-style video uses real-life examples from managers and employees at United Airlines and Boardroom, Inc. to illustrate practical techniques and approaches that managers at all levels can implement." (21 minutes) (VHS & DVD)

HF5549.5 M63 M67 1998

Municipal Employee Training – Standards of Conduct

"Through realistic scenarios, new employees learn that to be a professional staff member, they must be a law abiding citizen and must understand what it means to display a professional demeanor. Viewers learn what it means to be businesslike, the importance of respecting city property, what the citizens expect when it comes to being sober, being moral and being honest and why it is important to obey legitimate orders. New employees will understand the conduct the city expects of them and will be inspired to take pride in conducting themselves according to the highest standards of professional conduct." (11 minutes) (DVD)

PLTrnVid JS148 S73 2006

Painless Performance Improvement

"Real change only happens when the decision to change comes from the person doing the changing. *Painless Performance Improvement* provides managers with a simple and proven technique to help team members improve their own poor performance without the drama, pain or conflict often associated with performance issues.... Supervisors will relate to scenes of management gone awry as well as employee's favorite excuses and sidetracks." (23 minutes) (VHS)

HF 5549.5 M63 P35 2004

Productivity and the Self-Fulfilling Prophecy: The Pygmalion Effect, 2nd Ed.

"This revision shows the evolution of the self-fulfilling prophecy and how a manager's or instructor's expectations alone can influence and dramatically improve another person's performance. Updates the history of the Pygmalion effect, showing how it has been both a useful and a destructive tool throughout time, and how it can be harnessed to positively influence the behavior of people at all ages." (27 minutes) (VHS)

HF5549.5 I5 P76 1987

Pygmalion Effect: Power of Expectations, 3rd Ed.

"Through interviews with topic expert Dr. Robert Rosenthal and reenactment of a 'positive Pygmalion' success story, learn how positive/negative expectations create self-fulfilling prophecies. Understand how to develop the skills to positively influence coworkers and subordinates, raise the expectations of staff members and help individuals to believe more in their own ability to positively influence and lead others." (34 minutes) (VHS & DVD)

HF5549.5 I5 P93 2001

Self Directed Evaluation

“This video states the importance of establishing ‘quality indicators’ of performance on the job. It looks at employees in the two organizations taking initiative steps to evaluate their own job performance by using various strategies to develop their group and individual performance indicators.” (20 minutes) (VHS)

HF5549 5 J62 S4

Start Right - Stay Right: Orientation Basics

“This video will help you easily show your new hires the kinds of behaviors you expect from them – including everything from basic workplace etiquette (like being aware of personal hygiene & appearance) to more advanced things (like showing appreciation to co-workers and taking initiative.) This program features a host who leads viewers through vignettes demonstrating 24 success behaviors. It also allows a wide variety of facilitation options.” (39 minutes) (DVD)

HF5549.5 C35 S73 2005

EMPLOYEE RETENTION

Keeping the Good Ones

“This video begins with Marvin, a hotel manager who finds out that his trusted assistant manager is leaving. To add to his troubles, he soon learns that other employees have stayed only out of loyalty to his assistant manager. Marvin has his hands full trying to stop the rest of his employees from leaving before a major upcoming event. Viewers learn that the secret to keeping good employees lies within the individual. Key learning points: treat your team members as people first and employees second, connect with your team members in a non-work way, offer employees your time with the Take 10 Check-in, and show your appreciation for your team members. This video is an excellent tool for stand alone training, or in conjunction with Performance Based Interviewing Training.” (25 minutes) (VHS & DVD)

HF 5549.5 R68 K44 2001

Love ‘Em or Lose ‘Em: Employee Retention

“This video explores the impact of retention problems and what makes employees stay. There are many simple and inexpensive ways to create a loyal and enthusiastic workplace. Discover how easily implemented tactics can improve morale and retain your most valuable assets – your employees.” (18 minutes)

HF5549.5 R58 K4 2000

Talent Management: How to Retain Your Best People

“With research indicating that one third of a typical workforce is ready to resign within the next two years, this video has suggestions for retaining employees: spotting the warning signs that something might be amiss, asking questions (and listening to the answers), and looking for solutions. Depicts scenarios involving a stressed out employee, an employee who feels undervalued, and a bored employee.” (VHS & DVD)

HF5549.5 R58 T35 2004

ETHICS

Ethics 4 Everyone

“With issues of corporate integrity and accountability in the news daily, perhaps it's time for a refresher course in ethics. This training program: taking home a few office supplies, to ethnic jokes, to insider trading, and more. Narrated by noted ethicist Eric Harvey, co-author of the best-selling *Walk the Talk* book series, *Ethics 4 Everyone* illustrates the cause-and-effect of corporate and individual responsibility, offering do-able solutions, including how to make decisions that ensure a greater ethical response to business issues.” (15 minutes) (VHS & DVD)

HF5387 E845 2003

Ethics in America

“*Ethics in America* shows extensive, challenging discussions condensed into one-hour programs as the camera prowls the arena, focusing on the individual speaking, glimpsing the reaction of another player in these ethical scenarios, and perhaps most effectively, capturing the perplexed expressions of participants visibly tussling with the issue at hand.” (10 videos) (VHS)

BJ352 .E84 1989

Part I: Do Unto Others

Panelists discuss the questions of community responsibility. (60 minutes) (VHS)

BJ352 E84 1989

Part II: To Defend a Killer

Ethical dilemmas of the criminal justice system are explored. (60 minutes) (VHS)

BJ352 E84 1989

Part III: Public Trust, Private Interests

Looks at trust within the government, between one public official and another, and between the government and the public. (60 minutes) (VHS)

BJ352 E84 1989

Part IV: Does Doctor Know Best?

Controversies created by modern medicine are discussed. (60 minutes) (VHS)

BJ352 E84 1989

Part V: Anatomy of the Corporate Takeover

Top CEO's debate is alarming array of ethical problems surrounding merger mania. (60 minutes) (VHS)

BJ352 E84 1989

Part VI: Under Orders, Under Fire (Part I)

The duty to follow orders and a commander's obligation to protect soldiers are discussed by top military personnel and news correspondents. (60 minutes) (VHS)

BJ352 E84 1989

Part VII: Under Orders, Under Fire (Part II)

Generals and others examine the clash between military tribunals and the right of confidentiality. (60 minutes) (VHS)

BJ352 E84 1989

Part VIII: Truth on Fire

The ethical dilemmas of civil litigation are the focus. (60 minutes) (VHS)

BJ352 E84 1989

Ethics Orientation for State Officials

"Prepared by the Office of the Attorney General and Fair Practices Commission, this video is a core course on conflict of interest laws. Your agency can use this tape to fulfill your obligations under Government Code section 11146 to provide ethics training to your officers and employees." (120 minutes) (VHS)

JF1525 E8 E83 1999

Municipal Employee Training – Ethics

"Through situations specific to cities, employees learn: 1) that they are expected to keep confidential information confidential; 2) they must never show favoritism; 3) they must not seek special privileges; 4) must never use city property for personal use; 5) why they must not conduct city business with companies in which they have a financial interest; 6) why they must take no outside employment that conflicts with city duties; 7) they must report illegal or unethical behavior by fellow staff members that they observe; and 8) they are expected to cooperate fully with all official investigations by the administration into complaints, grievances or possible criminal activity." (12 minutes) (DVD)

PLTrnVid JS148 E84 2006

GOVERNMENT

Excellence in the Public Sector

“Tom Peters proves that the management revolution is not confined to the private sector - that a revolution is brewing in the public sector, too. He travels to five organizations - The Navy Depot at Alameda, California; the National Theater Workshop of the Handicapped in New York City; the City of Phoenix, Arizona; the Department of Juvenile Justice in New York City; and the National Forest Service in Ochoco, Oregon - and uncovers the secrets of their management success.” (27 Minutes) (VHS)

JK421 E93 1989

Entrepreneurial Government Workshop (EGW): A New Way to Train Government Employees

“This video shows how you can provide training on-site at your workplace. Satellite downlink is supplied so that you spend less on travel costs, registration fees and workbooks. This video introduces the viewer to a new and exciting development in government training.” (10 minutes) (VHS)

HF5549.5 T7 E58 1995

Great State Employee

“New employee orientation video.” (18 minutes) (VHS)

JK 8760 I5 G74 1989

Life Cycle of Legislation: from Idea to Law

Produced by the California State Legislature, a video on how laws are developed and passed. (30 minutes) (VHS)

JK8766 L54 1979

The Other Side of the Window: Providing Exceptional Service in Government

“This important video illustrates how bureaucratic systems and procedures, however necessary to workflow, can get in the way of providing the level of service - and respect - the public requires. It's a valuable journey into attitudes and assumptions, a realistic look at the day-to-day public sector workplace that is full of customers anxious about the help they need and well-meaning customer service representatives hampered by inflexible rules. This video depicts a day in the life of one hapless customer experiencing various agencies with little satisfaction. The irony is that this customer is a government worker himself.” (13 minutes) (VHS & DVD)

JF1601 O83 2001

Quality Service in the Public Sector

“This training program is designed to instill and enhance customer-service skills in public sector organizations. It will give your participants an opportunity to learn: to identify effective methods for providing excellent service to the public; to use telephone fundamentals; how to deal with difficult customers; to use open-ended and closed ended questions to discover wants and needs; and the importance of personal appearance and looking organized.” (25 minutes) (VHS)

HF5415.5 Q34 1993

Reinventing Government

“This Wisconsin Public Television program, originally broadcast on January 13, 1994, looks at efforts in Manchester, New Hampshire, Seattle, Washington, New York City and Phoenix, Arizona to increase the efficiency of city and state government services. Vice President Al Gore also comments on streamlining the United States federal government.” Directed by Nolan Lehman; hosted by Dave Iverson. (52minutes)(VHS)

JK 469 1994

Strategic Planning in Government: Not Business As Usual

"In this video, councilman, and later, mayor of Sunnyvale, California, John Mercer helped implement a new system of long-term strategic planning so successful that Sunnyvale became a heralded model of efficiency. This film follows a team of government employees as they work through revisions in their plan. Expert John Mercer acts as commentator, pointing out pitfalls to avoid and proven strategies to follow during every phase of the process. This film gives you and your team not just the facts, but the confidence needed to draft successful strategic plans." (22 minutes) (VHS)

HD30.28 S7348 1998

GROUPS

Abilene Paradox, The

"Film features Dr. Jerry B. Harvey, Professor of Management Science at George Washington University. Based on his best selling book, *The Abilene Paradox*, Dr. Harvey explains mismanaged agreement within groups where a condition of poor communication causes counter-productive decisions. The paradox is that not all group members are in agreement but go along with decisions because they think the rest of the group does agree. Film teaches why group consensus is NOT always what it appears and encourages members of groups to voice their true opinions in order to prevent incorrect group decisions." (28 minutes) (VHS)

HD30.23 A25 1984

Groupthink

"How do groups really make decisions? What drives groups to agree despite the better judgment of some, or even all participants? Why do group decisions sometimes result in monumental error? What are the signals to watch for, so the quality of group decisions can be enhanced? No modern-day thinker better answered these questions than the late Dr. Irving Janis, who introduced the concept of groupthink in the 1970's. This film is a service to those who seek to improve the future by understanding and enhancing the group decision-making process. After seeing how the groupthink phenomenon may have caused the Challenger disaster, your organization's team processes and consensus-building will be changed forever." (22 minutes) (VHS)

HM1086 G76 1991

Group Tyranny and the Gunsmoke Phenomenon

"People in organizations are often coerced by group pressure into actions that go against their own stated goals. The concept of group tyranny is explored in a manner reminiscent of the Abilene Paradox. But is 'group tyranny' just an elaborate, culturally sanctioned myth designed to relieve us of our individual responsibility?" (15 minutes) (VHS)

HD58.7 G76 1989

Mining Group Gold

"Groups can be rich sources of creativity, productivity and efficiency. Tom Kayser of Xerox shares his process for getting the most from groups in government as he takes you behind the scenes at three major organizations. This video shows how the principles of TQM are now being applied to group interactions for bringing out the best in every participant -- resulting in higher collaboration, more efficient and productive teamwork, and more qualitative group decisions than ever before. The process is called Mining Group Gold. The video will teach government team members the art of managing themselves and their ideas in group settings- empowering them to master group decision-making in the most efficient and productive way." (25 minutes) (VHS)

HD66 M56 1992

INTERVIEWING SKILLS

Get Hired! How to Ace the Interview

"This training program is designed to provide a map for individuals who are beginning their journey of finding a new job. Dr. Paul Green, one of the world's leading experts on interviewing, helps candidates evaluate their own skills, handle various interview situations, and greatly increase their abilities to land a job." (30 minutes) (VHS)

HF5382.7 G73 2001

Hire for Attitude

"Skills can be taught. Attitude cannot. With fewer people doing more work these days, organizations cannot afford costly hiring mistakes and the resulting turnover. This video will teach you how to: determine what attitudes lead to success in a job; design questions to reveal those attitudes; conduct effective interviews; and evaluate candidates placing a priority on attitude." (20 minutes) (VHS)

HF5549.5 S38 H53 2000z

Legal and Effective Interviewing: The Right Questions

"Knowing your legal boundaries is one of the most important facets of the interviewing process. This video program provides you with a thorough, practical approach to training supervisors in this vital aspect of employment and covers such topics as setting the interview tone, the general interview format, listening techniques and more. Highlights: preparing for the interview; avoiding discrimination and lawsuits; gathering information; and closing and documenting the interview." (23 minutes) (VHS)

HF5549.5 I6 L39 2001

Legal and Effective Interviewing II: The Right Questions

"This video and leader's guide provides the tools to facilitate a complete workshop focusing on the preparation, skills and techniques required to conduct a successful interview. The program addresses developing interview questions, controlling the interview process and avoiding discrimination. The content of this program is designed for all managers and supervisors in any organization." (14 minutes) (VHS)

HF5549.5 I6 L39 2001

More Than a Gut Feeling II

"The behavioral approach to interviewing, developed by Dr. Paul Green, teaches hiring staff to probe job applicants for past experiences that effectively predict future job performance. Training Points are: how to build rapport with applicants; how to uncover past personal and work behaviors; and how to use silence in the interview process." (28 minutes) (VHS)

HF5549. 5 S38 M675 1991

More Than a Gut Feeling III

"This video teaches you to select the most qualified job candidate by applying the behavioral approach to interviewing. This method, developed by industrial psychologist Dr. Paul Green, directs you to probe the job applicant for specific examples of their past. Viewers of *More Than a Gut Feeling III* will learn helpful job-related interviewing techniques practiced by so many hiring staffs all over the world. You can refrain from judging an applicant on gut feeling by: asking rapport-building questions; discussing the job; taking notes and explaining why; asking specific, open-ended questions to get specific answers; allowing for silence if necessary; maintaining control; getting contrary evidence; and evaluating." (32 minutes) (VHS)

HF5549. 5 I6 M66 2001

JOB SEARCH TECHNIQUES

Get Hired! How to Ace the Interview

"This training program is designed to provide a map for individuals who are beginning their journey of finding a new job. Dr. Paul Green, one of the world's leading experts on interviewing, helps candidates evaluate their own skills, handle various interview situations, and greatly increase their abilities to land a job." (30 minutes) (VHS)

HF5382.7 G73 2001

Get Ready! How to Prepare for a Successful Job Search

“This is a comprehensive look at the preparation necessary for job candidates to deal with personal concerns, evaluate their skills, develop a resume and letters, and create an advocate network that will help support their job search.” (27 minutes) (VHS)

HF5382.7 G732 2001

LAW

Equal Opportunities: Understanding Employment Legislation

“This video covers laws such as Title VII of the Civil Rights Act of 1964, the Civil Rights Act of 1991, the Americans with Disabilities Act, the Family and Medical Leave Act, and other laws pertaining to discrimination and harassment in the workplace.” (25 minutes)

HD4903 E62 1993

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HF5549.5 I6 L39 2001

Legal Issues for Managers: It's Just Not Fair

“Find out what can happen when employees or potential employees feel the smack of unfair treatment or inequality. This look at various work-related situations demonstrates how for some individuals, ‘It’s just not fair,’ and paints a truthful representation of the legal consequences managers and organizations can face if an employee files a lawsuit. Explaining the defensive concepts of consistent documentation and recognizable, fair treatment, this unique ‘news-magazine’ style video lays out six specific guidelines for managers to follow and keep out of court.” (22 minutes)

HF5549.12 L43 1996

Legal Peril: 8 Management Pitfalls to Avoid

“Statistics show one in five managers or supervisors will find themselves in litigation or part of an employment related claim or charge. This hard-hitting film featuring Harry Hamlin of *LA Law* fame explores the Eight Management Pitfalls – pitfalls which could end up costing you and your associates valuable time and your company millions of dollars. You will learn through example and discussion what they are, how to avoid this costly exposure and how to stay out of court.” (23 minutes) (VHS)

HF5549.12 L443 2003

Life Cycle of Legislation: from Idea to Law

Produced by the California State Legislature, a video on how laws are developed and passed. (30 minutes) (VHS)

JK8766 L54 1979

LEADERSHIP

Best of Motives:

Part 1: Nobody Ever Tells Us

“This video examines leadership skills and one of the fundamentals of motivation: communication about the job. Film deals with three concepts: information about the job, how it fits into the big picture and why it matters; feedback and letting employee measure own performance; and recognition and praise for exceptional achievements.” (32 minutes) (VHS)

Part 2: Nobody Ever Asks Us

“Part 2 of this film series looks at leadership skills and the second part of motivation which is asking for feedback. Film deals with 3 concepts: listening to comments and ideas from workforce; involving employees in decisions and using their knowledge and experience; and empowering employees to achieve results not just to perform tasks.” (27 minutes) (VHS)

HF5549.5 M63 B47 c1994

Courageous Followers: Courageous Leaders

“This film is based on the book, *The Courageous Follower -- Standing Up To and For Our Leaders*, by Ira Chaleff. The video demonstrates the unique pressures facing team leaders, redefines the role of the ‘follower’ and identifies the four ways we can all exercise courage. In this portrayal of Chaleff's Four Dimensions of Courageous Followership, vignettes will demonstrate the courage to serve, the courage to assume responsibility, the courage to challenge and the courage to leave.” (22 minutes) (VHS)

HM151 C78 1996

Credibility Factor: What Followers Expect from Leaders

“This video shows credibility as the central difference between effective and ineffective leadership. Several followers talk about their superiors, unveiling the tremendous impact good leaders can have on their employees.” It is based on the work of James Kouzes and Barry Posner. (22 minutes) (VHS)

HD577 C72 1990

The Extraordinary Leader: Going from Good to Great

“A course designed to help leaders develop competencies needed to produce extraordinary results in their organizations. The course proposes that everyone can be a leader, whether or not they have the title of ‘leader.’ Leadership is not the sole domain of CEOs, executives, managers, or team leaders. In a world growing increasingly complex, there is an urgent need for leaders at every level and in every organization.” (25 minutes) (VHS)

HD 57.7 E98 2002

Giving Leadership Away

“The greatest challenge for team leaders is to let go of their work. The leader's job is to provide the tools, motivation and direction the team members need to do the work itself. Unfortunately, many leaders get no formal training in running a team. In this video, a newly promoted team leader learns that giving leadership away is not as easy as it seems. Used to making decisions himself, he starts making decisions for the team, inadvertently preventing them from doing their jobs. And when he does try to share responsibility, team members are not always willing or able to take on the task. The solution comes surprisingly from a jar of Legos and some unconventional advice. They provide him with the direction he needs to begin sharing leadership and fostering everyone's potential.” (19 minutes) (VHS)

HD30.4 G58 1998

Joel Barker's Leadershift

“More than anything else, leaders build bridges that help us move from where we are to where we want to be. The concept of leadership is changing. *Leadershift: Five Lessons for Leaders in the 21st Century* explores these shifts and offers five concepts that will improve the performance of any leader. Using bridge-building as a metaphor, futurist *Joel Barker* teaches us that, more than anything else, the 21st century leader will build bridges, built of hope and ideas and opportunities. Using inspiring locations and vivid stories, *Joel Barker's Leadershift* motivates every leader, and aspiring leader, to develop the skills needed to lead his or her organization into the 21st century.” (29 minutes) (VHS)

HD 57 7 J63 1999

Leadership Challenge – revised edition

"*The Leadership Challenge* is designed for anyone in an organization with formal or informal leadership responsibility. The stories in the video highlight specific leadership challenges in five types of organizations: service, academic, financial, health care and manufacturing." (27 minutes) (VHS & DVD)
HD57.7 L53 2003

Leadership Pickles

"Just as customers need pickles, those special things you do for them to keep them coming back, your employees need their pickles too. They need and want certain things from you as their leader. If they get those things they will follow you and achieve great things. If they don't get their leadership pickles, their belief and respect for you as a leader may begin to slip." (16 minutes) (VHS & DVD)
HD57.7 L425 2005

Max and Max

"Meet Max, a recent college graduate, full of talent and ideas. And meet Max, a purebred Golden Retriever, eager to do his master's bidding. This workshop, one of five films in the Covey Leadership Library, is about empowerment. It's designed to increase leaders' awareness of the waste of human potential within organizations, and to help create a culture that fosters independent initiative, creativity, and resourcefulness. Included is an introduction and summarizing insights by Dr. Stephen R. Covey, founder and chair." (22 minutes) (VHS)
HD50. 5 M39 1998

Leadership: Uncommon Reminders for Bringing Out the Best in Yourself and Others / Robert K. Cooper presents.

"This video provides uncommon yet ultra-practical guidance on how to bring out more of the best in yourself and others. The word 'leadership' means the act of making a difference and achieving priority results through people." (5 minutes) (VHS)
HD57.7 L43 2000z

Leading in a Time of Change: A Conversation with Peter Drucker and Peter Senge

"This video presents a conversation between Peter F. Drucker and Peter M. Senge, bringing together two great minds of modern management to share their wisdom on how leaders can prepare themselves and their organizations for the inevitable changes that lie ahead. They talk about the importance of all organizations learning to lead change. It serves as a fundamental resource for planning and implementing change." (42 minutes). (VHS)
HD58 8 L21 2001

Priorities for Life: Capacity & Energy: Uncommon Reminders for Bringing Out the Best in Yourself and Others

"Robert Cooper is an acclaimed educator on how exceptional leaders and teams excel under pressure while everyone else is just competing or falling behind. He provides uncommon yet highly practical guidance on how to bring out more of the best in yourself and others in ways that can make the biggest difference: developing leadership, setting priorities, dealing with change, and increasing personal capacity. This is one of a 6 part program."
BF408 P75 2001

Styles of Leadership

"Uses a common business problem regarding a new contract to show how it might be handled by four different types of leaders, comparing the major characteristics of each and the effect on subordinates." (26 minutes) (VHS)
HD57 7 S89 1961

Would I Follow Me?

"Inspire people to follow you with their hearts and minds. Viewers will learn effective leadership behaviors and appreciate the impact those behaviors have on the success of their work group. Some suggestions: don't dictate, facilitate; be honest and ethical; let people do their jobs; focus on the positive; use mistakes as opportunities; and be inclusive." (18 minutes) (VHS)
HD57.7 W68 2003

LIBRARY-RELATED VIDEOS

Collection Development: Knowledge and Selection of Materials. By Michael Cart, North State Cooperative Library System. "This is a comprehensive introduction for librarians to the principles and practices of young adult materials selection and collection development." (58 minutes) (VHS)
Z18.5 C37 2000

Programming for Young Adults: A Training Video. By Michael Cart, North State Cooperative Library System. "This is a comprehensive, step-by-step introduction for librarians in planning, implementing, and evaluating programs for young adult audiences. (53 minutes) (VHS)
Z718.5 .C372 2000

Library Video Network

Back Talk with Dr. Alan Sokoloff
See **Dr. Sokoloff Collection**

Be Prepared
See **Safety and Security**

Bridging the Digital Divide
"Follow the successes of Colorado libraries in this program that highlights successful outreach programs to Spanish speakers and tips for making the library more inviting to Spanish speakers. It features several Colorado libraries and their staff discussing the ways in which they've reached out to the Spanish speaking community and made the library a destination of choice for that community." (25 minutes) (VHS/DVD)
PLTrnVid Z911. 92 H56 B75 2004

Conducting the Reference Interview
"Learn the stages of a reference interview and the behaviors necessary to conduct a successful reference interview in this engaging program. 'Sometimes the customer's question does not actually reflect the answer they're seeking and this film shows the audience how to probe the customer to discover their true information need,' according to writer and producer Carol Birkmeyer. The program also discusses what makes a correct answer to ensure customer satisfaction." (29 minutes) (VHS/DVD)
PLTrnVid Z711 C66 2004

Diversity in the Library: A Way of Life
"This film will help you examine those assumptions and realize that they can create barriers to outstanding public service. It uses scenarios taken directly from library workers' experiences. Viewers will be able to better serve all of their customers in this increasingly complex and diverse world." (20 minutes) (VHS)
PLTrnVid Z 682.35 P82 D58 2001

Dr. Sokoloff Collection

Back Talk with Dr. Alan Sokoloff

"Learn the healthy way to perform basic library tasks like shelving, pushing book carts and lifting. Dr. Sokoloff shows you how to maintain a healthy back and even gives a list of simple exercises to maintain back health." **Hands-on with Dr. Alan Sokoloff** also included. (40 minutes) (DVD)
PLTrnVid Z682 S65 2004

Hands-on with Dr. Alan Sokoloff

"Dr. Sokoloff explains carpal tunnel syndrome and how you can prevent it. He reviews tips and gives exercises that will help you and your staff maintain healthy wrists and hands." (35 minutes) (VHS)
PLTrnVid RC422 C26 H36 2004

Face It!: Using Your Face to Sell Your Message

“Arch Lustberg shows you his methods for enhancing communication. Learn how your face can become your greatest asset in selling your ideas and your library.” (16 minutes) (VHS)

PLTrnVid BF592 F33 F33 2002

Hands-on with Dr. Alan Sokoloff

See **Dr. Sokoloff Collection**

Holding an Effective Meeting

“Tired of wasting time in unproductive meetings? By following the guidelines in this program, you will be able to increase productivity and spend less time in meetings. Items covered in this program are: 1) how to be an effective moderator, 2) how to set an agenda that works, 3) what to do with people who constantly stray from the point, and 4) how to prepare for your meeting. (18 minutes) (VHS & DVD)

PLTrnVid HF5734.5 H65 2006

Leading Kids to Books with Caroline Feller Bauer

“Learn easy tricks and techniques for developing children’s interest in books through programming. Featured are simple attention getters, easy-to-do magic tricks and audience pleasers that lead children to books. Ms. Bauer is a librarian, storyteller, and part-time performer.” (43 minutes) (VHS/DVD)

PLTrnVid Z718.3 L43 1997

Libraries Create Success!

“This program highlights the important economic and social role libraries play in their communities. Designed for use with funding bodies, at community meetings, and with community leaders, this positive video uses real-life examples to illustrate the vital role libraries play in successful communities.” (11 minutes) (VHS/DVD)

PLTrnVid Z716. 4 L53 2005

Marketing Your Library

“Learn how to market your library’s services to your community. From learning about your target audiences to crafting a mission statement, this program shows you how to create an effective marketing plan. In addition, you’ll learn how to create a message for your library to make your short-term and long-range planning a success.” (20 minutes) (VHS/DVD)

PLTrnVid Z716. 3 M37 2005

Merchandising Strategies

“You will learn how to merchandise your library’s collection and increase circulation and customer satisfaction. Detailed, step-by-step instructions give you the skills you need to create vibrant displays that grab customer’s attention.” (22 minutes) (VHS/DVD)

PLTrnVidZ717 M47 2005

RFID in Libraries

“Learn how this technology really works by following two library systems that are using RFID technology. Managers from both systems discuss their experiences as well as give tips for libraries considering implementation.” (35 minutes) (VHS/DVD)

PLTrnVidZ679. 6 R43 2004

Safety & Security

Solving Difficult Situations

“This program will show you recommended ways of handling difficult situations that your library and staff may encounter. Situations covered include: coping with a bomb threat, handling suspicious packages, dealing with a potentially violent patron, inappropriate computer usage and sexual harassment.” (28 minutes) (VHS)

PLTrnVid Z679.6 S65 2003

Be Prepared

“Library security experts and staff members discuss practical security recommendations to create an effective security policy for your library. Examples are shown of staff correctly handling security problems, including approaching rule-breaking patrons, personal safety and patrons carrying weapons.” Also includes **Solving Difficult Situations** (35 minutes) (DVD)

Solving Difficult Situations

See **Safety & Security**

Story Timers

“Story Timers uses volunteers who are trained to provide stories and activities that stimulate children and encourage brain development.... In this video and training package, you will learn how to set up your own volunteer Story Timers program, as well as receive all of the materials necessary for training.” (VHS/DVD)

PLTrnVid Z 718. 3 S76 2003

Teamwork Basics

“Put teamwork into place at your library by using this video to introduce the basic concepts and roles in teamwork. Learn the tricks and tips necessary to make your teams work effectively. It looks at a successful cross-departmental team and explains the strategy behind their successes.” (15 minutes) (VHS)

PLTrnVid Z678 T435 2001

Tips & Techniques: Storytelling with Puppets and Props

“Two accomplished storytellers share their expertise on using puppets and props to enhance the art of storytelling. Schroeder Cherry uses several puppets to tell his educational story about the Underground Railroad, while Karen Quinn-Wisniewski entertains her audience with classic fables. The video shows you how to use puppets to increase your storytelling abilities.” (20 minutes) (VHS/DVD)

PLTrnVid PN1972 T57 2002

College of DuPage

A Basic Toolkit: Good Manager & Good Employee Skills

“This video offers a practical, grounded approach to improving the workplace environment and advancing your career. Debra Wilcox Johnson presents different perspectives to help you gain a mutual understanding of what it means to be both a good supervisor and employee. She will provide you with specific information for improving skills that will both help you advance your career and make your workplace more enjoyable.” (120 minutes) (VHS)

PLTrnVid Z682 S64 2003

Dealing with Difficult People

“In the Age of Information, people have come to expect results immediately!

Perennial favorite, Deb Johnson provides some practical advice on how to deal with impatient and frustrated patrons.” (120 minutes) (VHS)

PLTrnVid Z711 D87 2005

Library as Place: Where People Want to Be

“Discover what public and academic libraries are doing to transform their images from building with books into centers for their communities and campuses — to be the place where people want to be.” (120 minutes) (VHS)

PLTrnVid Z679 L53 2005

Library Marketing: Tips and Techniques

“This is a discussion on techniques being used by innovative librarians to promote their libraries and services. Listen to the success stories of fellow librarians as they share their personal experiences in finding interesting and effective ways to mass-communicate and promote the value of their libraries.” (120 minutes) (VHS)

PLTrnVid A716.3 L537 2005

Library Support Staff Soar to Great Heights: How Library Workers Give Back

“This third ‘Soaring’ program focuses specifically on library support staff and what they are already doing to enhance their jobs, their skills, their libraries, their attitudes, and their relationships with patrons, students, or co-workers. Also, the latest topics in their professional arena will be discussed by exploring resources such as Library Mosaics, and ALA’s Career Ladders.” (120 minutes) (VHS)

PLTrnVid Z682.4 L52 S63 2003

A Professional Toolkit: Tools for Advancement

“This teleconference addresses skills required for professional advancement for library staff. Topics include mentoring, creating professional portfolios, career ladders, professional organizations and meetings, and information about the American Library Association’s current initiatives concerning library support staff.” (120 minutes) (VHS)

PLTrnVid Z682.2 U5 S64 2004

The Role of Teaching in Modern Libraries

“Library staff are increasingly called upon not only to find information for their patrons, but to also teach their patrons skills related to finding, evaluating, and using information. This teleconference explores the expanded roles of librarians in today’s modern libraries.” (120 minutes) (VHS)

PLTrnVid Z718 S64 2004

A Technology Toolkit: Survival Skills for Everyone

“Technology skills are the focus of this teleconference with an emphasis on computer and Internet basics. Topics include online information retrieval, communicating electronically, and software programs library support staff should know.” (120 minutes) (VHS)

PLTrnVid Z682.4.L52 S632 2004

Web Filtering: Policies, Software, Staff Training and CIPA

“This teleconference contains a wealth of information on Web filtering, including practical ways that libraries can plan and implement the Children’s Internet Protection Act; how web filtering software works and how to evaluate it; ideas for staff policies, procedures and training as it applies to library policies; how to evaluate the pros and cons of different filtering software; and best practices you can incorporate into your staff training.” (120 minutes) (VHS)

PLTrnVid HQ784 I58 W42 2004

MANAGEMENT TECHNIQUES

Abilene Paradox, 2nd Edition

“This classic film on management in an organization has been completely updated with a fresh, new look and a faster, more engaging pace. Whether you are interested in leadership, individual-accountability, communication, team building, decision making or problem-solving training, you’ll find this film flexible enough to target the skill sets most important to your organization at any given time.”(28 minutes) (VHS)

HD30 23 A25 2002

After All, You're the Supervisor!

"This training program addresses effective supervision, teaching new and seasoned supervisors how to reach for, and achieve, greater success with these 10 learning objectives: acknowledge your new role; plan and prioritize team tasks; be accessible to your team; encourage teamwork; model desired behaviors; problem solve; delegate; communicate upward and downward; discipline effectively; and provide praise and recognition." (40 minutes - 2 videos) (VHS & DVD)

HF5549 12 A48 2002

A Basic Toolkit: Good Manager and Good Employee Skills

“This video offers a practical, grounded approach to improving the workplace environment and advancing your career. Debra Wilcox Johnson presents different perspectives to help you gain a mutual understanding of what it means to be both a good supervisor and employee. She will provide you with specific information for improving skills that will both help you advance your career and make your workplace more enjoyable.” (120 minutes) (VHS)

PLTrnVid Z682 S64 2003

Can You Spare a Moment?

“John Cleese shows managers and team leaders how to handle the often-delicate counseling interview. After running through the wrong way to offer counseling, Cleese demonstrates the four stages of a successful structured approach. A manager needs to be able to spot impending problems and create an opportunity to talk confidentially when there is sufficient time to listen. Open questions should be used to encourage feedback. Summarizing the interview and rephrasing will help to clarify thinking. Finally, managers should not impose their own solutions. Instead, working through each stage will help employees discover their own resolution to the problem. Above all, remaining friendly and neutral is essential for conducting successful counseling interviews.” (25 minutes) (VHS)

HF5549.5 C8 C36 2001

A Case of Working Smarter Not Harder

“This film focuses on one manager’s development from an overworked, compulsive problem-solver to an innovator whose unique system draws public attention. Key management issues: decision making, coaching, planning, controlling, employee development, team development, and time management.” (15 minutes) (VHS)

HD50 C37 1985

Delegating

“This film examines the hidden traps that can undermine management efforts and provides basic steps to aid you in easing your own workload and building a more efficient department; covers the need for delegating, the benefits of delegating, and the techniques of delegating.” (30 minutes) (VHS)

HD50 D45 1981

Delegating for Diehards: Working Together to Get Things Done

"Delegating means relying on someone else to do a job that you're responsible for. It's not easy when time and accuracy are at stake. Learn the keys to win-win delegation from watching the process unfold.... The video includes hilarious portrayals of people's deepest fears about delegating. Learn to: analyze tasks; select the right delegatee; communicate effectively; and ensure successful results." (20 minutes) (VHS)

HD50 D452 1998

Excellence in the Public Sector

“Tom Peters proves that the management revolution is not confined to the private sector - that a revolution is brewing in the public sector, too. He travels to five organizations - The Navy Depot at Alameda, California; the National Theater Workshop of the Handicapped in New York City; the City of Phoenix, Arizona; the Department of Juvenile Justice in New York City; and the National Forest Service in Ochoco, Oregon - and uncovers the secrets of their management success.” (27 Minutes) (VHS)

JK421 E93 1989

Flight of the Buffalo: Soaring to Excellence: Learning to Let Employees Lead.

“Authors and management consultants James A. Belasco and Ralph C. Stayer help America's top businesses and governmental agencies achieve success by challenging traditional management practices. Using this video, viewers can learn to: replace ‘top-down’ management with employee empowerment; tap the capabilities of all the employees in the company; vest employees with responsibility for solving their own problems; and create meaningful, face-to-face relationships between customers and employees... build trust, increase satisfaction and sales by putting the customer at the center of your organization.”

(30 minutes) (VHS)

HD57.7 B4472 1994

The Helping Hand: Coaching Skills for Managers

"Coaching is a critical management skill that will enable managers to guide their direct reports and help them cope more effectively with existing as well as new tasks and responsibilities. Featuring John Cleeve, *The Helping Hand* provides a humorous and memorable learning experience that will enable managers to understand the value of coaching while implementing processes for setting goals, motivating employees and following through on expectations. The course draws an important distinction between coaching and training." (24 minutes) (VHS)

HD30.4 H45 1990

Jack Cade's Nightmare I: The Nightmare

"*Jack Cade's Nightmare I: A Supervisor's Guide to Laws Affecting the Workplace* was designed to help reduce the potential liability that all organizations and their management staffs face on a daily basis. This training program will sensitize supervisors and managers to the problems and legal liabilities that can arise under the rapidly changing labor and employment laws." (27 minutes) (VHS)

HF5549.12 J33 1993

Jack Cade's Nightmare II: Preventing the Nightmare

"Jack Cade thought he was doing the right thing by not getting involved in his employees' problems...until he was slapped with a lawsuit suing him personally for \$600,000. This video revisits the mistakes Jack made in Part I, but this time describing how he could have prevented the problems from getting out of hand by following 10 simple rules. The video shows a 10-point action plan for better management that should help organizations and managers reduce their liability risk and continue to manage a quality workforce. Audience: new and experienced supervisors and managers." (22 minutes) (VHS)

HF5549.12 J33 1993

Jack Cade's Nightmare III: Caught in the Crossfire

"Tape 1 provides participants with a humorous, yet realistic view of the mistakes many managers make in their general managerial roles and in their specific performance management responsibilities. Tape 2 analyzes these mistakes and provides a framework for understanding the components of effective supervision and performance management." (46 minutes) (VHS)

HF5549.12 J33 1998 (VHS & DVD)

Legal Issues for Managers: It's Just Not Fair

"Find out what can happen when employees or potential employees feel the smack of unfair treatment or inequality. This look at various work-related situations demonstrates how for some individuals, 'It's just not fair,' and paints a truthful representation of the legal consequences managers and organizations can face if an employee files a lawsuit. Explaining the defensive concepts of consistent documentation and recognizable, fair treatment, this unique 'news-magazine' style video lays out six specific guidelines for managers to follow and keep out of court." (22 minutes) (VHS)

HF5549.12 L43 1996

Legal Peril: 8 Management Pitfalls to Avoid

"Statistics show one in five managers or supervisors will find themselves in litigation or part of an employment related claim or charge. This hard-hitting film featuring Harry Hamlin of *LA Law* fame explores the Eight Management Pitfalls – pitfalls which could end up costing you and your associates valuable time and your company millions of dollars. You will learn through example and discussion what they are, how to avoid this costly exposure and how to stay out of court."

(23 minutes) (VHS)

HF5549.12 L443 2003

Light the Fire: Leveraging Appraisals for Maximum Performance

"Managing and appraising employee performance is a critical job for all leaders and managers. This video is designed to help participants understand and practice how to write goals and objectives that are aligned with and support their business; think about the entire scope of job responsibilities; see the benefits of coaching and mentoring; and identify personal skills and growth needs required to attain goals."

(24 minutes) (VHS)

HF5549.5 R3 L54 2004

Looking at It from Every Angle

“Explains the distinction between the process of solving problems and making decisions, and helps managers understand and master the steps involved in problem solving and decision-making.” (32 minutes) (VHS)

HF 5549 15 L66 1985

Management & Leadership: Skills for Women, Vol. 1

“Women in management still face special problems and obstacles that men do not. Volume One in this series deals with real problems that many women face as they move up the career ladder. Some of the points covered are: the key differences between ‘management’ and ‘leadership;’ the five best and worst leader traits; how good are you at motivating others; what you need to know about leadership stereotypes and more.” (80 minutes) (VHS)

HD6054.3 D45 1991 v.1

Management & Leadership: Skills for Women, Vol. 2

“Volume 2 of this series of videos teaches how to turn a group of diverse people into a cohesive team, how to keep communication flowing, the best way to develop people and how to hire team members that fit in easily and get up to speed quickly.” (80 minutes) (VHS)

HD6054.3 D45 1991 v.2

Management & Leadership: Skills for Women, Vol. 3

“Volume 3 of this series looks at the difficult problems that women managers face. You will learn how to deal with uncooperative people, how to keep your team motivated when the going gets rough, and to become more visible in your organization as a leader who delivers results. This video is geared to the woman who has been recently promoted into a managerial position or is moving up in management and wants some new ideas.” (80 minutes) (VHS)

HD6054.3 D45 1991 v.3

Manager of the Year

“Video describes what to listen for by illustrating that many messages have two parts: facts and feelings. It breaks listening skills down into three parts: what to do BEFORE you listen, what to do WHEN you listen, and what to do AFTER you listen.” (23 minutes) (VHS)

BF323 L5 M3 1988

Managing Change/ Carol Bartz

“Highlights: why change is important for growth; the importance of technology in driving change; ways to successfully involve employees in change; and the role of confidence in creating change. If you're not thinking about how to change things or how to innovate in your company, you're going to be left behind. It might be later rather than sooner, but it is inevitable. Change is one of the few variables that remain constant. Carol Bartz, a self-described ‘change agent,’ discusses ways to drive, rather than simply react to, change.” (57 minutes) (VHS)

HD58.8 B37 1997

Managing Communication in a Multicultural World/ John Baugh

“Highlights: linguistic behaviors as economic commodities; domestic and global strategies in a multilingual world; managing a multicultural workforce.” (54 minutes) (VHS)

HD30.3 B38 2002

Managing Diversity

“*Managing Diversity* reveals a range of human perspectives on such issues as power, authority, communication and performance. This enlightening film helps manager better understand the cause and effect of varying viewpoints. It inspires open-mindedness and a willingness to learn from those with diverse backgrounds. It offers strategies for clearer two-way communications, more productive relationships and stronger teamwork. And it provides guidance for bringing the values of the organizational culture into focus, and into action.” (22 minutes) (VHS)

HF5549. 5 M5 M36 1990

Managing People for Project Success

“This film covers the process of project management including team motivation, leadership, authority and interpersonal influences and conflict resolution.” (30 minutes) (VHS)

HD69 P75 M36 1985

Managing People through Change

“Change is healthy and positive when it is well planned, understood and supported by the people affected. Today's supervisors and managers must learn to manage change and lead people through predictable emotional reactions including denial, resistance, exploration, and commitment. Help anticipate employee reactions to workplace change, and plan ways to involve employees in the change process. Remain positive, and lead employees through the denial, resistance, and exploratory phases of change.”

(20 minutes) (VHS)

HD58.8 M262 1989

Negaholics: How to Handle Negativity in the Workplace

“If phrases like ‘That’ll never work,’ ‘I just can’t do it,’ and ‘Things are terrible around here’ sound all too familiar, chances are that you deal with Negaholics on a regular basis. Individuals who are addicted to negative behavior and negative thinking can slow projects to a grinding halt, destroy team spirit, spread their poisonous attitudes throughout the workplace – and make life miserable for people who have to work with them. This video provides you with some powerful tools and strategies that can transform negative attitudes into positive behaviors.” (Three 60 minute videos) (VHS)

HF5548.8 N44 1999

Painless Performance Improvement

“Real change only happens when the decision to change comes from the person doing the changing.

Painless Performance Improvement provides managers with a simple and proven technique to help team members improve their own poor performance without the drama, pain or conflict often associated with performance issues.... Supervisors will relate to scenes of management gone awry as well as employee’s favorite excuses and sidetracks.” (23 minutes) (VHS)

HF 5549.5 M63 P35 2004

A Perfectly Normal Day: Interruption and Crisis Management

“Interruption and crises management form the Alan Lakein Time Management Series starring Tom Bosley. Teaches how to control and manage the vexing problems of interruptions and crises in daily job. Focusing on interruptions and crises, the film convinces the viewer that these problems are really part of the daily job and that they can be controlled and managed.” (27 minutes) (VHS)

HD69 T54 P47 1978

Positive Discipline: How to Resolve Tough Performance Problems Quickly and Permanently.

“This video teaches a five step process for correcting negative performance by: 1) identifying the problem (the gap between the actual & desired behavior); 2) analyzing the problem's severity; 3) discussing the problem with the employee; 4) documenting the discussion (including the history of the problem and what was said and agreed upon); and 5) following-up to monitor results (recognize improvements, or take action if the problem hasn't resolved.) This shows supervisors how-when done right-performance discussions can actually be a tool for coaching and developing employees.” (24 minutes) (VHS & DVD)

HF 5549.5 L3 P67 2006 (DVD)

HF 5549.5 L3 P67 2006 (VHS)

Problem Solving: Some Basic Principles

“Video presents managers with a systematic approach to problem solving and decision-making.”(20 minutes) (VHS)

HD30. 29 P763 1990

Saturn Story

"This video covers the following subjects: 'automobile industry, automobiles, business policy, competition, competitive decision making, competitive strategy, corporate strategy, economic analysis, general management, macroeconomics, manufacturing industry, organizational behavior & leadership, organizational development, strategy formulation.' Describes how GM established the Saturn Division with help of management and employees." (18 minutes) (VHS)

HD6976 A82 U558 1980

Start Right - Stay Right: Orientation Basics

"This video will help you easily show your new hires the kinds of behaviors you expect from them – including everything from basic workplace etiquette (like being aware of personal hygiene & appearance) to more advanced things (like showing appreciation to co-workers and taking initiative.) This program features a host who leads viewers through vignettes demonstrating 24 success behaviors. It also allows a wide variety of facilitation options." (39 minutes) (DVD)

HF5549.5 C35 S73 2005

Supervising An Employee with a Disability: Situations in the Workplace

"Men and women with various physical, sensory, hidden and developmental disabilities are portrayed successfully working in manufacturing, office and medical positions. A real-life look at issues and solutions in the workplace, with actual employee supervisors, and employees with disabilities sharing their experiences and providing step-by-step guidelines for orientation, training, and ongoing supervision." (2 videos-56 minutes) (VHS)

HD7255 S86 1999

The 7 Habits of Highly Effective People

"This series provides steps towards developing an empowering philosophy intended to lead to success in business. It has 8 videocassettes.

[Tape 1] Stone (7:34 minutes)

[Tape 2] Mauritius (19.50 minutes)

[Tape 3] Survival/revival (6:30 minutes)

[Tape 4] The Law of the Harvest (6:25 minutes)

[Tape 5] I know just what you mean (11 minutes)

[Tape 6] A Pretty Close Second (7:43 minutes)

[Tape 7] QII firefighters (3:35 minutes)

[Tape 8] Discovery of a character (12 minutes) (VHS)

BF 637 S8 S482 1998

Supervisory Skills at Work

"From learning patience to fostering empowerment, help your new managers understand the more complex and challenging qualities that every manager needs to be successful.

- Understand that a manager's role is to help others achieve, rather than do everything themselves.
- Learn to motivate and understand those you may not have much in common with.
- Realize how to confront team members that may attempt to undermine management.
- Learn to use recognize when constructive coaching techniques will help employees improve.

The message that underlies everything is the importance of respect... respect for your colleagues, your responsibilities and respect for yourself." (17 minutes) (VHS)

HF5549.12 S87 2005

Training Ground: Supervisory Skills

"This video offers an overview of basic supervisory skills for supervisors with any level of experience. It covers: active listening skills; the five Ls for supervisors; giving and receiving feedback; time management and delegation skills, and progressive discipline and conflict resolution." (26 minutes) (VHS)

HF5549.5 T7 T73 1998

The Unorganized Manager: Damnation

“St. Peter (John Cleese) reviews the mortal sins of leaving jobs unfinished, missing deadlines and making life hell for coworkers. We then discover the ‘11 deadly organizational sins’ and how to avoid them. With these life lessons in mind, St. Peter grants the suppliant manager a second chance. Training points are: organizing tasks into active and reactive groups; establishing priorities in terms of importance and urgency; and, scheduling active tasks and allowing time for reactive tasks.” Video and Diskette (24 minutes) (VHS)
HD31 U56 1996

The Unorganized Manager: Salvation

“John Cleese is back as St. Peter to explain how to become a heavenly manager. In this 1996 remake, the manager still needs a few miracles. He can’t set priorities, schedule time for active tasks, or allocate time for reactive tasks. Before he can become a heavenly manager, he must learn to delegate, and to use time management aids such as a personal calendar. Training points are: When delegating, brief and train others properly and be available for advice and check on key points.” Video and Diskette (26 minutes) (VHS)
HD31 U56 1996

MEETINGS

Be Prepared for Meetings

“Toastmaster’s International Communication Series. Be prepared to speak - the step-by-step video to public speaking. Be prepared to sell - how to sell a product, a proposal, or an idea to a group. Be prepared for meetings - how to lead productive business meetings. Be prepared to lead - applied leadership skills for business managers.” (24 minutes) (VHS)
HD2743 B4 1991

Fearless Facilitation!: How to Lead Effective Meetings.

“Program helps to just say ‘no’ to boring and unproductive meetings. Facilitators will learn how to bring focus to every agenda, handle disruptions with ease and condense a week’s worth of meetings into a single session. *Fearless Facilitators* shows how to foster participation and how to make any group session more productive. The film covers all the fundamental techniques of effective facilitation; delivers an effective method for planning and managing meetings; and, takes current facilitators to a new level of effectiveness.” (21 minutes) (VHS & DVD)
HF5734.5 F43 2004

Holding an Effective Meeting

“Tired of wasting time in unproductive meetings? By following the guidelines in this program, you will be able to increase productivity and spend less time in meetings. Items covered in this program are: 1) how to be an effective moderator, 2) how to set an agenda that works, 3) what to do with people who constantly stray from the point, and 4) how to prepare for your meeting. (18 minutes) (VHS & DVD)
PLTrnVid HF5734.5 H65 2006

How Do You Put a Giraffe Into a Refrigerator?

“This is a light-hearted meeting opener - a fun, entertaining way to wake up attendees' brains before the real work of the meeting begins. The video challenges viewers to: consider simple answers before looking for complicated ones; think through the consequences of your previous actions; use all available information to help make logical and creative connections; and focus on the big picture, not one small part of it.” (5 minutes) (VHS)
BF449 H69 2002

Meeting Robbers (with Leader’s Guide)

“The video teaches that meetings can be essential but should be used as last resorts when there's no better or less costly way (like email, memos and one-on-one meetings) to discuss and disseminate information. When meetings are needed the leader must assemble all data in advance and be thoroughly prepared. People can't be changed, but their energies can be re-directed. Every meeting has style and tone, and someone else will set it if the leader doesn't.” (20 minutes) (VHS)
HD30. 3 M44 1995

Meetings, Bloody Meetings

“Too many meetings are genuine nightmares. They lack preparation, direction, and worst of all, results. This program, remade in 1993, is essential viewing for anyone who chairs meetings. You’ll learn how to make your get-togethers shorter, more focused, and more productive. And John Cleese ensures you get plenty to laugh at along the way. Topics include: plan meetings in advance; prepare a detailed agenda; pre-notify attendees; and control the discussion.” (30 minutes) (VHS)

HD30. 3 M447 1976

More Bloody Meetings

“This video discusses the mechanics of meetings - how to prepare, inform others, use the agenda to plan the sequence of discussion, and record the decisions. But learning the organizational lessons about chairing meetings is not enough. It is also necessary to handle the people in the meeting. This is the thrust of the video *More Bloody Meetings*. Sequel to *Meetings Bloody Meetings*, this film aims to develop the social or human relations skills of the meeting chair in order to make better and more acceptable decisions.” (27 minutes) (VHS)

HD30. 3 M67 1994

We’ve got to Stop Meeting Like This

“Meetings are a way of life in today's corporations, where teams demand a high level of involvement and communication. But meetings don't have to be a waste of time. This video shows your staff how to turn even the most misdirected meetings into organized, productive sessions where participants are valued. (19 minutes) (VHS)

HF5549 5 C6 W49 1992

MOTIVATION

And When You Fall...

“Dan Jensen’s story isn’t just about an athlete. It’s a story of life. Who hasn’t slipped and fallen? Every company, organization and individual can find a way to apply Dan Jensen’s story to his or her work and personal lives. This powerful video seizes the anguish of adversity, and then celebrates the explosive victory that moved the entire world to a standing ovation. After this compelling, inspirational dramatization, you never again hear ‘it can’t be done.’” (6 min) (VHS)

BF575 F14 A53 1998

Best of Motives:

Part 1: Nobody Ever Tells Us

“This video examines leadership skills and one of the fundamentals of motivation: communication about the job. Film deals with three concepts: information about the job, how it fits into the big picture and why it matters; feedback and letting employee measure own performance; and recognition and praise for exceptional achievements.” (32 minutes) (VHS)

Part 2: Nobody Ever Asks Us

“Part 2 of this film series looks at leadership skills and the second part of motivation which is asking for feedback. Film deals with 3 concepts: listening to comments and ideas from workforce; involving employees in decisions and using their knowledge and experience; and empowering employees to achieve results not just to perform tasks.” (27 minutes) (VHS)

HF5549.5 M63 B47 c1994

Celebrate what’s Right with the World with Dewitt Jones

“In *Celebrate What's Right with the World*, Dewitt Jones asks: Do we choose to see possibilities? Do we really believe they're there? He assures us that there is always more than one right answer. This video helps us recognize the possibilities and find solutions for many of the challenges before us. It utilizes stunning photography and powerful dialogue to help viewers approach their lives with celebration, confidence, and grace.” (22 minutes) (VHS & DVD)

HF 637 S4 C44 2001

Encouraging the Heart

“This program, featuring management experts James M. Kouzes and Barry Z. Posner, illustrates the importance of employee recognition and presents examples of the types of rewards leaders can give to truly motivate top performance. *Encouraging the Heart* is the fifth principle of Kouzes & Posner's book, *The Leadership Challenge*. Many people assume that money is the way to motivate others but Kouzes and Posner teach us that appreciation is the ultimate motivator. This program is filled with real-life examples of managers helping others believe in themselves, celebrate their uniqueness, and discover their own value. You'll visit a software company, a public utility, a nonprofit agency, and a manufacturer to see the positive results achieved by implementing these principles.” (20 minutes) (VHS & DVD)

HD57.7 E52 2000

Fish!

“The workings of Seattle's Pike's Place Fish Market serve as a lesson for organizational success. Employees don't simply fill orders. They fill people - with exceptional service and enthusiasm. Learn how to bring energy, passion and a positive attitude to work every day.” (17 minutes) (VHS)

HF5549.5 M63 F5 1998

Fish! Sticks! : Keeping the Vision Alive

“Getting a vision to stick is a whale of a problem. The world famous Pike Place Fish Market has kept its remarkable vision alive for many years. *Fish! Sticks!* relies on three fundamental principles that are key to making a vision stick - be it, commit, coach it.” (17 minutes) (VHS)

HF5549.5 M63 F53 1999

Focus your Vision with Dewitt Jones

“How can we find our direction, our purpose? When we combine our energy and passion with our focused visions, we give ourselves direction and power. Dewitt Jones' release, *Focus Your Vision*, encourages us to develop our visions and turn them into reality. When we connect with our visions, and in doing so, release our passion, we have a better understanding of who we are, what we stand for, and where we are going.” (20 minutes) (VHS)

BF 367 F63 2004

40 Hours: Invest in Yourself

“This employee development program will inspire employees to maximize their workdays and to take more ownership of their job satisfaction. A shift in attitude and perspective is the first critical step to improving the work experience. *40 Hours* provides a great jump-start to all levels of employees in every work environment. Using an engaging story line, the program focuses on the following keys to a maximized work life: connecting and belonging; taking pride and earning respect; having fun; seeking growth; and finding purpose and meaning.” (20 Minutes) (VHS & DVD)

HF 5549.5 J63 F67 2003

Fun is Good (Featuring the St. Paul Saints)

“This video program takes you out to the ballgame and behind the scenes with the Saint Paul Saints, a minor league baseball team from Minnesota. The people who work here wake up every morning loving their jobs - even 15-hour days of plain hard work. How do they do it? They know fun is an attitude, an experience. They take charge of their day - and remember to have fun. Simply having more fun on the job can make employees more creative, more productive, and ultimately, more satisfied.” (16 minutes) (VHS & DVD)

HF 5549.5 M63 F86 2004

How to Influence Motivation

“Shows how managers can foster motivation at three crucial stages of job performance: before a new task is begun, while the task is in progress, and after a task has been completed.” (31 minutes) (VHS)

HF5549.5 M63 H695 1986

John Wooden: Values, Victory and Peace of Mind

“In Wooden's system, attributes such as friendship, initiative, poise, and confidence all build upon each other to create the pinnacle of "great competitive success." Wooden, speaking in a gentle and articulate manner, offers anecdotes from his decades of coaching, and punctuates his lessons with dramatic vintage game clips showing some of the great players he coached. Appearing in interviews to speak of how much they learned from Wooden are Phil Jackson, Bill Walton, and Kareem Abdul-Jabbar.” (57 minutes) (DVD)
BF637.S8 J64 2003

Massey Triad: Future

Massey Triad: Past

Massey Triad: Present

“This set of videos examines a theory and method for unlocking the mystery of why other people behave as they do. The basis of the theory is that deep-seated values are programmed in each of us at any early age and will always remain with us at a subconscious level. Subject matter deals with motivation and self-actualization.” (187 minutes) (VHS)

BF 778 M37 1986

Mission Success: 7 Keys to Reaching Your Full Potential

“Through the gripping adventure of three rock climbers and their harrowing escape from danger, you’ll discover the seven keys to ‘Mission Success’ – and learn how to apply them to your own life. This true-life tale of courage, leadership and commitment helps you zero in on what’s really important in your life and visualize your dreams.” (1:10 minutes) (VHS)

BF637 S8 K46 1995

Motivating Your Employees: Rewards and Recognition

“Recognition helps bring out the best in people. It improves productivity and retention, and encourages your employees to grow and strive to accomplish more. This program shows managers how to create a culture of achievement by doing the following: 1) praise must be honest and authentic; 2) recognition should be specific and timely; 3) rewards are best when tailored to the individual; and 4) managers must look for positive behavior and praise often.” (21 minutes) (DVD)

PLTrnVid HF5549.5 M63 M669 2004

Motivation: Igniting Exceptional Performance

“Create a work environment where people do their very best every single day. Based on the proven strategies of the best-selling book *1001 Ways to Energize Employees*, this documentary-style video uses real-life examples from managers and employees at United Airlines and Boardroom, Inc. to illustrate practical techniques and approaches that managers at all levels can implement.” (21 minutes) (VHS & DVD)

HF5549.5 M63 M67 1998

A New Look at Motivation

“This video examines basic psychological principles of motivation and their application to both worker behavior and managerial styles. By heightening awareness of the individual factors that motivate people, this film will be of interest to both workers and managers.” (32 minutes) (VHS)

HF5549.5 M63 N49 1980

1001 Ways to Energize Individuals

“This video provides proven techniques and solid strategies for energizing, empowering, and motivating workers to do their best.”

HF5549.5 M63 O537 1997

Priorities for Life: Capacity & Energy: Uncommon Reminders for Bringing Out the Best in Yourself and Others

“Robert Cooper is an acclaimed educator on how exceptional leaders and teams excel under pressure while everyone else is just competing or falling behind. He provides uncommon yet highly practical guidance on how to bring out more of the best in yourself and others in ways that can make the biggest difference: developing leadership, setting priorities, dealing with change, and increasing personal capacity. This is one of a 6 part program.”

BF408 P75 2001

Sense of Purpose

“Brief motivational video by Franklin Covey that helps viewers contemplate life and the contributions they want to make. This video gives you insights and motivation to write your mission statement with the memorable sense of purpose.” (3 minutes) (VHS)

BJ1470 S46 1999

Smile! Make Them Smile

“Sincerity, Motivation, Integrity, Laughter, Enthusiasm. Positive attitude can be the primary factor in every customer service interaction -- for the sake of the customer and, most importantly, for your own quality of life.” Inspired by Seattle's singing bus driver, Reggie Wilson. (12minutes) (VHS & DVD)

HF5415.5 S64 2002

Whale Done! and Whale Done! In Action

“Filmed on location at Sea World, Ken Blanchard teaches viewers how to improve relationships by building trust, accentuating the positive, and redirecting energy when things get off track. *The Whale Done!* approach illustrates to coworkers, managers, and employees that by building positive relationships, they will become more productive, achieve greater results, and create an environment where everyone is genuinely excited about the work they are doing. *Whale Done! In Action* is a companion video that shows how the Whale Done! Approach is applied to real-life business situations. Blanchard emphasizes two key skills that can have an immediate, positive impact in the workplace: how to give redirection when someone makes a mistake and how to give a *Whale Done!* response when you catch someone doing something right.” (21 minutes and 15 minutes) (VHS & DVD)

BF503 W552 2002

Who Says We Can't Do It: Lance Armstrong's Journey

“Lance Armstrong is perhaps the most inspirational sports figure on the planet today. His story of overcoming cancer and winning the Tour de France for seven consecutive years has inspired millions of people who have watched him on television or read his best-selling book, *It's Not About the Bike*. This program will work at any level of the organization and for any topic. Whatever your objective, after people watch this film, the response will be ‘Who says we can't do it!’ This program outlines the importance of goals, tactics, teamwork and leadership as critical elements of any successful undertaking. The underlying message is that people have to work together and give their all to achieve goals—greatness cannot be achieved with half measures.” (20 minutes) (VHS & DVD)

HF5549.5 M63 W56 2002

Would I Follow Me?

“Inspire people to follow you with their hearts and minds. Viewers will learn effective leadership behaviors and appreciate the impact those behaviors have on the success of their work group. Some suggestions: don't dictate, facilitate; be honest and ethical; let people do their jobs; focus on the positive; use mistakes as opportunities; and be inclusive.” (18 minutes) (VHS)

HD57 7 W68 2003

NEGOTIATIONS

Negotiation as Decision Making: Getting More of What We Want/ Margaret Neale

“Even though everyone negotiates many times a day, it is clear that many resources are left ‘on the table.’ Contracts and outcomes are not always in the best interests of the negotiator, and there is no real systematic assessment of the quality of the negotiating behavior. Professor Neale identifies systematic ways to increase the quality of negotiated agreements, including methods of preparation and use of rational assumption, bidding, and decision criteria. Highlights include: how to prepare for negotiations; how to identify and avoid common negotiating errors; and shortcuts to better outcomes.” (51 minutes) (VHS)

HD58 6 N42 1997

PERSUASION SKILLS

The Power of Persuasion

“Program Highlights: recognizing ‘moments of power;’ what you should say to get people to act; increase your power and influence with simple, guaranteed methods you’ll start using right away. In this dynamic presentation, Dr. Robert Cialdini provides insights on how to be successful in your attempts to persuade all manner of other people. A vast body of scientific research is the foundation for his six principles that lead to effective, ethical and enduring influence. Whether you call it requesting, cajoling, exhorting, or inveigling to achieve a desired outcome-this is a ‘must’ for managers of all kinds!” (55 minutes) (VHS)

HD30.3 P68 2001

PRESENTATIONS

Fearless Facilitation!: How to Lead Effective Training

“Program helps to just say ‘no’ to boring training classes. Trainers will learn how to bring focus to every agenda, handle disruptions with ease and condense a week’s worth of meetings into a single session. *Fearless Facilitators* shows how to foster participation and how make any group session more productive. The program covers all the fundamental techniques of effective facilitation; delivers an effective method for planning and managing training classes; and, takes current trainers to a new level of effectiveness.” (21 minutes) (VHS & DVD)

HF 5549.5 T7 F43 2004

I Wasn’t Prepared for That

“This video shows how to overcome your nerves and make a winning presentation. It is aimed at people who have to make occasional presentations as part of their job, but not as their main role.” (30 minutes) (VHS)

HF5718.22 I9 1996

Presentation Skills

“This program stresses the importance of presentation as part of the training process and will help to sharpen your skills. It stresses organization and visuals in presentations.” (14 minutes) (VHS)

HF5549. 5 T7 P74 1998

Speaking Effectively: From 1 to 1000

“In a well-known study, 3,000 people were asked what frightened them most. The number one answer was public speaking. This entertaining film gives viewers the skills so needed for confident communication with audiences of one or one thousand. This video proves that the ability to speak effectively is one of the most powerful tools for personal and professional success. And because people who speak effectively are perceived as leaders, the importance of training all members of your organization in the techniques presented here cannot be overstated.” (24 minutes) (VHS)

PN4121 S63 1992

Strictly Speaking

“Hosted by Edwin Newman, this video makes us aware of the crimes we are committing against our language. The viewer is encouraged to use direct, lucid and imaginative language while avoiding jargon and trick phrases, which drain our language of its vitality and clarity.” (30 minutes)

PE2802 S87 1980

QUALITY

Deming Revolution

“This video profiles Dr. Deming’s life and work and experiences that led to his philosophy of quality management and continuous improvement. The film is a chronicle of an application of Dr. Deming’s philosophy in education. You will see the Deming philosophy at work at Mount Edgecumbe High School in Sitka, Alaska”. (50 minutes) (VHS)

TS156 D46 1995

How to Make Quality Fail

“This video is an skill-building tool for anyone interested in making quality succeed. It is the hilarious story of the film crew that shot the wrong script. As the zany plot unfolds, viewers learn how to kill any organization’s best intentions with such disastrous agendas as Getting Lost in Statistics, Ignoring Interpersonal Skills, Pursuing Perfection at All Costs, Forgetting the Customer, and Totally Failing to Maintain the Quality Program. Of course, every good drama has its resolution. Viewers will see step-by-step examples of how to make quality succeed after learning the causes of collapsing quality programs. This video program is for managers, supervisors, team leaders and team members engaged in quality programs, anyone who thinks quality is a fad whose time has passed, and anyone with the desire to make quality succeed.” (18 minutes) (VHS)

H62.15 H69 1996

Immigrant’s Gift: The Life of Quality Pioneer Joseph M. Juran

“This biographic portrait tells the story of a humble immigrant who overcame dire poverty and bitterness and went on to make a profound impact on business and society. This story dramatizes how quality impacts each of us, and why it has become so critically important. It leaves us with lasting lessons in perseverance, self-reliance and the value of unwavering ethics.” (56 minutes) (VHS)

TS140 J87 I33 1996

Quality Service in the Public Sector

“This training program is designed to instill and enhance customer-service skills in public sector organizations. It will give your participants an opportunity to learn: to identify effective methods for providing excellent service to the public; to use telephone fundamentals; how to deal with difficult customers; to use open-ended and closed ended questions to discover wants and needs; and the importance of personal appearance and looking organized.” (25 minutes) (VHS)

HF5415.5 Q34 1993

Race without a Finish Line

“Based on the book *Race Without a Finish Line: America’s Quest for Total Quality* by Warren Schmidt and Jerome Finnigan, this award-winning animated meeting-opener is a must for anyone sailing the changing tides of today’s marketplace. This film explains why the old, traditional way of doing business is no longer effective. Companies characterized by top-heavy management giving orders, employees following those orders without question, and a philosophy that has little room for quality and customer satisfaction, are unlikely to succeed in today’s competitive business arena. Today, the companies that not only survive but succeed and prosper are those that embrace the management and organizational principles of Total Quality Management and empowerment.” (10 minutes) (VHS)

HD62.15 R32 1994

Total Quality Management, Volume 1

How-to workshop for the professional committed to quality. (60 minutes) (VHS)

HD62 15 T68 v. 1

Total Quality Management, Volume 2

(60 minutes) (VHS)

HD62 15 T68 v. 2

Total Quality Management, Volume 3

(60 minutes) (VHS)

HD62 15 T68 v. 3

RESPECT IN THE WORKPLACE

Harassment Is... (Government Version)

"Harassment can take the form of jokes, negative stereotyping, hostile acts or simple, thoughtless comments but the ultimate outcome is the same. This program will raise awareness regarding harassment and explain the dos and don'ts of creating a respectful work environment for everyone.

The program will help employees learn how to: define harassment; identify the various types and forms of harassment; understand the negative impact of harassment; follow practical guidelines to prevent harassment; and respond if they witness or become victims to harassment." (19 minutes) (VHS & DVD)

HF 5549.5 E43 H37 2005

It's About Respect: Recognizing Harassment in a Diverse Workplace

"The video takes place in a company similar to many others in today's world. Four diverse employees come together for a training session on harassment. When they realize that the Human Resources Director in charge of the training is going to be late, the group starts tackling the subject on their own. They discover that each one of them has witnessed or been a party to harassment. Through personal revelations and group discussion, the four employees learn what harassment is and how they can help prevent it in the workplace." (21 minutes) (VHS & DVD)

HF 5549.5 S45 I8 2002

One Person's Struggle with Gender Biased Language

"Gender-biased language unnecessarily differentiates between women and men, thereby perpetuating discriminatory attitudes and practices. Examples of gender-biased language are denying women the right to name themselves (referring to all females as 'ladies' rather than as 'women'), using sex to differentiate job titles (chairman/chairwoman), and using referents that deny self-esteem (broad, dame), withhold adulthood (girl), and exclude women (mankind). This program portrays one person's struggle with accepting new ways of looking at language. Our 'struggler' views various scenes in which gender-biased language is used, and then he discusses these experiences with experts on language and diversity. The objective is to foster an awareness of problems associated with gender-biased language and to encourage the use of alternative word choices." (23 minutes) (VHS)

PE1460 O54 1994

People

"*People* was originally inspired by a mere three lines from a poem, and was more recently impassioned by observing the outpouring of global humanity after the unfortunate tragedies of our new century ... *People* beautifully illustrates the potential of these universal human traits of kindness, generosity, and respect in our workplaces. This powerful, 4-minute video gets to the heart of the one thing that unites all people on earth. This one thing is the key to success in all our relationships." (4 minutes) (VHS & DVD)

BF637 C45 P46 2005

Respect in the Workplace: Avoiding Discrimination

"This video will demonstrate to your employees how pre-judgment, mistaken assumptions, and fear can contribute to malicious situations, leading to hurt relationships, lower production, and high employee turnover. Video looks at disabilities; sexual orientation; stereotypes; and, race discrimination."

(21 minutes) (VHS)

HD4903 R47 2000

True Colors

“This video follows two college students, one black and one white, as they involve themselves in a variety of everyday situations to test levels of prejudice based on skin color. Looks at discrimination and tolerance.” (19 minutes) (VHS)

E185. 615 T78 1991

What you are is What you were When – Again!

“Morris Massey is back with an updated version of this groundbreaking program. This video presents a framework for understanding and working with all different types of people. Morris takes on assumptions about race, religion, age, gender and will help you develop strategies to deal with your homegrown prejudices and acceptance of others. As Morris says in the program, ‘There’s a reason we have two ears...but only one mouth. You want to know what people want...what people need? ASK them!’” (67 minutes) (VHS & DVD)

BF778 W53 2005

SAFETY

Back Talk with Dr. Alan Sokoloff

“Learn the healthy way to perform basic library tasks like shelving, pushing book carts and lifting. Dr. Sokoloff shows you how to maintain a healthy back and even gives a list of simple exercises to maintain back health.” **Hands-on with Dr. Alan Sokoloff** also included. (40 minutes) (DVD)

PLTrnVid Z682 S65 2004

Be Prepared

“Library security experts and staff members discuss practical security recommendations to create an effective security policy for your library. Examples are shown of staff correctly handling security problems, including approaching rule-breaking patrons, personal safety and patrons carrying weapons.” Also includes **Solving Difficult Situations** (35 minutes) (DVD)

PLTrnVid Z679.6 S265 2004

Biological Threat to Safety

“The California Highway Patrol has the authority and responsibility to protect all state employees in buildings. This tape has been provided to state employees, outlining the necessary precautions and procedures to take for any possible biological or chemical threat. The basic purpose of this tape is twofold: First, to educate those unfamiliar with the subject material; and secondly, to assure state employees that the CHP is taking an active roll in protecting all state employees and state facilities”. In addition, this video discusses the transmission of anthrax, treatment for anthrax infection and how one can protect against anthrax exposure.” (27 minutes) (VHS)

HV6432 B56 2001

CPR and AED: the Chain of Survival

“Sudden cardiac arrest can strike anyone, anywhere, at any time. Train your faculty and staff on the four steps of the cardiac chain of survival — all of which must take place quickly to ensure survival. This program explains each step in detail and discusses how you can use your hands, lungs and brain to be part of the survival chain at your school or facility.” (12 minutes) (VHS)

RC87.9 C67 2004

Defensive Driving: 15-Passenger Vans

“Give your 15-passenger van drivers the training they need to operate safely. This new program will give them needed information about 1) loading and handling; 2) common causes of rollovers; 3) safety guidelines and 4) buckling up.” (13 minutes) (VHS)

TL152.52 D44 2005

Defensive Driving for Government Employees

“Every 12 minutes in the United States, someone dies in a car accident. Every 14 seconds someone suffers a disabling injury. That's nearly 43,000 deaths and countless more major injuries every year on our roads. And for government employees, motor vehicle accidents are by far the leading cause of death on the job. This video program looks at techniques to help prevent accidents from happening, and in the case of unavoidable accidents, help lessen their severity.” (19 minutes) (VHS)

HE5613.5 C6 2003

Emergency Action Plan: Crisis Under Control

“OSHA's 1910.38 requires that each company develop a workable Emergency Action Plan. With the new threats facing our society today, such a plan is required not only for compliance, but also for survival. Make sure your organization has a well thought out plan in place by following the guidelines provided in this program.” (16 minutes) (VHS)

HD49 E44 2001

Emergency Evacuation: Getting Out Alive

“*Getting Out Alive* shows viewers how to anticipate and survive a fire in the workplace. More than 250 fire departments throughout the United States contributed to the research for this video. Their guidelines make it an on-target safety tool every workplace can put to use.” (15 minutes) (VHS)

HV553 E44 2000

Facility Security: The Critical Link

“Most emergency situations arise with very little warning, and we now know that a terrorist attack can strike in any form. This video highlights important points in maintaining facility security and explains that in an emergency situation, *human intelligence* is the critical link.” (18 minutes) (VHS)

HV7431 F32 2001

First Aid: Prepared to Help

“Being the first one on the scene of a workplace accident can be unnerving. Be sure your employees know how to help their fellow workers in the case of an injury suffered on the job with this new program. First aid tips and emergency response principles are covered.” (18 minutes) (VHS)

RC86.8 F57 2005

Hands-on with Dr. Alan Sokoloff

“Dr. Sokoloff explains carpal tunnel syndrome and how you can prevent it. He reviews tips and gives exercises that will help you and your staff maintain healthy wrists and hands.” (35 minutes) (VHS)

PLTrnVid RC422 C26 H36 2004

Municipal Employee Training – Preventing Accidents

“This program explains what every new city employee must do to prevent work-related injuries -- learning emergency escape procedures, knowing where fire extinguishers and first aid kits are located, always wearing any required protective equipment and consistently paying attention to good housekeeping so spills and materials on the floor do not cause slips and falls. In addition, the program emphasizes the importance of reporting unsafe conditions like loose tiles and floor boards, exposed wires, boxes of materials piled too high and equipment that has deteriorated to a level where it might pose a danger.” (10 minutes) (DVD)

PLTrnVid JS148 P74 2006

Office Ergonomics: It's Your Move

“Every year nearly two million American workers suffer musculoskeletal disorders. From pinched nerves and strained muscles to inflamed tendons and sore necks, musculoskeletal disorders (MSDs) come from stressing your body beyond its ability to recover. Today we know that MSDs can strike anyone...even people who work in offices. This video takes a look at MSDs and what you and your employees can do to prevent them.” (16 minutes) (VHS)

RC925.5 O34 2001

Office Safety: It's a Jungle in there.

“Every year, about six million people get hurt at work. And more than 400,000 are just like you...they work in offices. This video shows how working in an office is a lot like being in the jungle – the dangers are hidden and subtle.” (20 minutes) (VHS)

T55 O44 2000

Public Building Safety: It's Everyone's Concern.

"Recent world events have highlighted the fact that workplaces are not as safe and secure as they once were. This brand-new video program examines some security measures that may be encountered in public buildings and discusses why they are necessary. Simple tools are given to ensure the peace of mind that comes with working in a safe and secure public building." (17 minutes) (VHS)

JF 1525 P7 P83 2002

Safety & Security

Solving Difficult Situations

"This program will show you recommended ways of handling difficult situations that your library and staff may encounter. Situations covered include: coping with a bomb threat, handling suspicious packages, dealing with a potentially violent patron, inappropriate computer usage and sexual harassment." (28 minutes) (VHS)

PLTrnVid Z679.6 S65 2003

Be Prepared

"Library security experts and staff members discuss practical security recommendations to create an effective security policy for your library. Examples are shown of staff correctly handling security problems, including approaching rule-breaking patrons, personal safety and patrons carrying weapons." Also includes **Solving Difficult Situations** (35 minutes) (DVD)

PLTrnVid Z679.6 S265 2004

Safety Attitudes: Food for Thought

"This video teaches employees about the basics of pro-active safety and will explain the importance of taking responsibility for safety on the job. Set in a local diner, this unique toolkit uses the conversations between the owner and his customers to emphasize the importance of following acceptable standards." (15 minutes) (VHS)

T55 S24 1999

Safety First: Workplace Hearing Loss

"Noise-induced hearing loss on the job is preventable, but once acquired, hearing loss is permanent and irreversible. This video provides an overview of the causes of work-related hearing loss, as well as preventive measures. It discusses the specific types of damage to hearing caused by both a sudden, intense noise and by chronic exposure to noise over time. It also covers noise measurement, noise control, hearing tests, and hearing protection devices." (16 minutes) (DVD)

PLTrnVid RF293.5 S24 2006

SARS Awareness

"In response to customer demand, this video was designed to educate and protect employees against the threat of SARS (Severe Acute Respiratory Syndrome.) This informative program will help answer basic questions about SARS while also dispelling excess fears." (12 minutes) (VHS)

RC740 S37 2003

Slips Trips & Falls

"Falls account for almost 400,000 workplace injuries each year. This entry into the "Real, Real-Life" series will teach workers to be aware of potential dangers and minimize serious injury on the job." (17 minutes) (VHS)

T55 S65 2000

Solving Difficult Situations

"This program will show you recommended ways of handling difficult situations that your library and staff may encounter. Situations covered include: coping with a bomb threat, handling suspicious packages, dealing with a potentially violent patron, inappropriate computer usage and sexual harassment." (28 minutes) (VHS)

PLTrnVid Z679.6 S65 2003

SEXUAL HARASSMENT

Avoiding Sexual Harassment: Beyond a Shadow of a Doubt

“Cases of sexual harassment continue to make headlines. And everyone is affected – from major companies to the auto shop owner down the street. This Trainer’s Toolkit® discusses the two types of sexual harassment and provides dramatic examples of inappropriate behaviors that should be avoided in the workplace. Topics covered are: what is sexual harassment; the two kinds of sexual harassment; what you can do about sexual harassment; and communication and respect.” (25 minutes) (VHS)

HD6060.3 A96 1997

Harassment Is... (Government Version)

“Harassment can take the form of jokes, negative stereotyping, hostile acts or simple, thoughtless comments but the ultimate outcome is the same. This program will raise awareness regarding harassment and explain the dos and don’ts of creating a respectful work environment for everyone.

The program will help employees learn how to: define harassment; identify the various types and forms of harassment; understand the negative impact of harassment; follow practical guidelines to prevent harassment; and respond if they witness or become victims to harassment.” (19 minutes) (VHS & DVD)

HF 5549.5 E43 H37 2005

It’s About Respect: Recognizing Harassment in a Diverse Workplace

“Raise awareness regarding harassment and explain the do’s and don’ts of creating a respectful workplace for everyone with this film. Training points: understand the financial and hard-to-measure costs of harassment; define harassment; identify the various forms of harassment; and follow guidelines to prevent harassment” (21 minutes) (VHS)

HF 5549.5 S45 I8 2002

Sexual Harassment: A Manager's Guide in California

"As of 2005 all employers in California with 50 employees are legally mandated to provide their managers and supervisors with at least two hours of sexual harassment training. This video was designed to provide a critical element of this required training, highlighting the differences between the state and federal laws and providing the information that all supervisory personnel need to know." (26 minutes) (VHS & DVD)

HF5549.5 S45 S49 2005

Sexual Harassment: Is it or isn’t it?

“Video on sexual harassment designed to assist your efforts in communicating the latest information on identifying and dealing with sexual harassment. Defines sexual harassment and gives dramatic examples of it in practice. It provides tools to help management and employees eliminate the emotional and financial problems of sexual harassment in the work place.” (12 minutes) (VHS)

HD6060. 3 S493 1993

Sexual Harassment: Prevention, Recognition and Correction

“Explains what sexual harassment is, who is responsible for it, how to prevent it and how to take appropriate action when a sexual harassment complaint is made.” (25 minutes) (VHS)

HD6060. 3 S497 1993

STRESS MANAGEMENT

Humor Your Stress/Loretta LaRoche

“Loretta LaRoche delves deeper into the techniques you can use to let go of your stress. Learning to applaud yourself is the theme of this tape, and she does this by helping you to start ‘ta-dahing.’ Using her eight steps of enlightenment to relieve stress, you’ll cover the serious and the silly (but all useful) in such advice as ‘giggle at yourself daily’ and ‘step lightly’ (she recommends twirling to lighten a situation.) Loretta makes stress-reduction fun and easy, and her stories and style will have you laughing. This is the second in the series, which originally aired on PBS.” (60 Minutes) (VHS)

BF575 S75 F862 1996

Joy of Stress/ Loretta LaRoche

“The video shows you how to prevent ‘hardening of the attitude’ and uses humor to break the negative and irrational thought patterns that cause stress, and reframe them into powerful, positive tools for change. Loretta La Roche uses her irreverent, unconventional, wacky and just plain funny style, to show us how to ‘lighten our ways,’ including finding humor in everyday situations, learning how to stop ‘to-doing’ and start ‘tah-dahing,’ the power of twirling, and finding ‘the bless in all the mess.’” (56 minutes) (VHS)
BF575 S75 F86 1995

Managing Stress for Mental Fitness

“In its simplest form, mental health is the capacity to work (be productive), to live (have friends), and to play (renew one's self) without internal stress or causing stress to others. This program is a straightforward look at how to manage stress and achieve mental fitness. Real-world interviews and role plays are most effective in relating how stress affects different individuals. Key learning points: recognize the basic ingredients for good mental health; see how others have successfully managed stress; and, learn to apply healthy concepts to your personal life.” (25 minutes) (VHS)
RA785 M36 1993

Stress is a Gift

“This 4-minute meeting opener expands people’s minds to the idea that all stress isn’t bad – challenges can actually be vital to life-long learning and growth. It takes you inside a massive experiment known as the Biosphere project, a glass-walled dome in the Arizona desert where scientists monitored hundreds of trees and plants. They thought their self-contained world was perfect. But they were missing one important natural element: wind. Without the stress of breezes and storms, one of the hardest trees in nature, the acacia, failed. The trees didn’t experience the stress they needed to develop strength and flexibility.” (4 minutes) (DVD)
HF5548.85 S77 2005

STATISTICS COURSES

Against All Odds

An introductory statistics course of 7 videocassettes, providing an exploration into statistical processes, stressing data centered topics rather than the more traditional path from probability to formal inference. This course is a blend of exposition and entertainment with applicability in academic and corporate training settings.”

Video 1: What is Statistics, Picturing Distribution, Describing Distributions, and Normal Distributions. (120 minutes)

Video 2: Normal Calculations, Time Series, Models for Growth and Describing Relationships. (120 minutes)

Video 3: Correlation, Multidimensional Data Analysis, the Questions of Causation, and Experimental Design. (120minutes)

Video 4: Blocking and Sampling, Samples and Surveys, What is Probability, and Random Variables. (120 minutes)

Video 5: Binomial Distributions, the Sample Mean & Control Charts, Confidence Intervals, and Significance Tests. (120 minutes)

Video 6: Inference for One Mean, Comparing Two Means, Inference for Proportions and Inference for two-way tables. (120 minutes)

Video 7: Inference for Relationships and Case Study. (60 minutes)

Total time: (780 minutes) (VHS)

QA276 A43 1988

Statistics at a Glance

“This video gives an explanation of elementary principles of descriptive statistics.” (28 minutes) (VHS)
QA276. 12 S73 1980z

SUPERVISION

After All, You're the Supervisor!

"This training program addresses effective supervision, teaching new and seasoned supervisors how to reach for, and achieve, greater success with these 10 learning objectives: acknowledge your new role; plan and prioritize team tasks; be accessible to your team; encourage teamwork; model desired behaviors; problem solve; delegate; communicate upward and downward; discipline effectively; and provide praise and recognition." (40 minutes - 2 videos) (VHS & DVD)

HF5549 12 A48 2002

EEO Compliance for Supervisors and Managers

"This video gives an overview of the Equal Opportunity Act and how it impacts supervisors and managers." (23 minutes) (VHS)

HD4903 E36 1993

Employee Assistance Program: A Management Resource for Supervisors and Managers

"This video gives an overview of the EAP Program." (21 minutes) (VHS)

HF5549.5 E42 E37 1996

Supervising An Employee with a Disability: Situations in the Workplace

"Men and women with various physical, sensory, hidden and developmental disabilities are portrayed successfully working in manufacturing, office and medical positions. A real-life look at issues and solutions in the workplace, with actual employee supervisors, and employees with disabilities sharing their experiences and providing step-by-step guidelines for orientation, training, and ongoing supervision." (2 videos-56 minutes) (VHS)

HD7255 S86 1999

Supervisory Skills at Work

"From learning patience to fostering empowerment, help your new managers understand the more complex and challenging qualities that every manager needs to be successful.

- Understand that a manager's role is to help others achieve, rather than do everything themselves.
- Learn to motivate and understand those you may not have much in common with.
- Realize how to confront team members that may attempt to undermine management.
- Learn to use recognize when constructive coaching techniques will help employees improve.

The message that underlies everything is the importance of respect... respect for your colleagues, your responsibilities and respect for yourself." (17 minutes) (VHS)

HF5549.12 S87 2005

TEAMWORK

Building Successful Teams: Teams Bring out the Best in Each One of Us

"In this video, you will learn: 1) why teams are necessary tools; 2) defining team purpose; and 3) creating team rules. It gives the foundation for why teams are important and the fundamentals that make teams work." (59 minutes) (VHS)

HD66 B85 1993 v. 1

Cascade Survival Situation Enhancement Video

"This Cascade survival simulation presents an actual challenge. Team members work individually and then as a group to assess the value of a series of items in terms of their importance to survival. Scores are generated by comparing individual and team answers to those provided by actual experts in that particular situation. The video is an actual reenactment of an airplane accident in the Cascade Mountains and the use of survival techniques." (14 minutes) (VHS)

HM133 C369 1993

Desert II Survival Situation

“This survival simulation in the desert presents an actual challenge. Team members work individually and then as a group to assess the value of a series of items in terms of their importance to survival. Then, scores are generated by comparing individual and team answers to those provided by actual experts in that particular situation. It alleviates disagreement over the ‘right’ solution, freeing participants to focus on the process of working as a group. Survival techniques and skills profiled through a series of simulations: Part I, the situation, the challenge; Part II, the facts; Part III, the expert and I.” (29 minutes) (VHS)

HM133 D47 1990

Lessons from Geese

“Five key lessons about being a team player and winning as a team.” (2 minutes) (VHS & CD-ROM)

HD66. L47 2001

The Magic of We

“*The Magic of We* tells the story of one organization’s experience with a unique learning process that helped Snapper Lawnmowers reverse a series of significant problems that threatened its very existence—along with the livelihoods of thousands of employees and retailers. They had seen that the whole can be greater than the sum of its parts, and that by working together – and communicating – they could solve the most critical of problems. The energy they felt, and the commitments they made in that intensive environment carried over to the full workforce.” (48 minutes) (VHS)

HD 66 M34 2004

Making Teamwork Work

“This video introduces the keys to being a productive team player to improve team effectiveness.” (50 minutes) (VHS)

HD66 M35 1993

9 Traits of Highly Successful Work Teams

“This 8 volume set includes the following: Trait 1: Finding a common purpose; Trait 2: Forging shared operational values; Trait 3: Clarifying team roles and procedures; Trait 4: Conducting productive meetings; Trait 5: Making effective decisions; Trait 6: Confronting and resolving conflict; Trait 7: Conducting self-assessments and correcting problems; Trait 8: Seeking organizational integration; and Trait 9: Celebrating and sharing rewards. (minutes vary) (VHS)

HD66 N56 1995 v. 1-8

1001 Ways to Energize Teams

“This video shows how to jump-start your team and bring its energy and excitement to a whole new level – by bringing, trust, challenge, creativity, and fun to teamwork.”

HD66 O43 1997

Sub-Artic Survival Situations

“Team members work individually and then as a group to assess the value of a series of items in terms of their importance to survival. Then, scores are generated by comparing individual and team answers to those provided by actual experts in that particular situation. This use of survival experts lends a high degree of credibility and interest to the exercises. In the sub-artic situation, suppose the plane in which you and your colleagues are traveling in is forced to crash land in a frigid isolated area of northern Canada. Will your group's problem-solving skills help you beat the elements? Or could destructive conflicts and communication breakdowns jeopardize your very survival? Participants rank-order 15 items.” (24 minutes) (VHS)

GF86.s86 1999

Team Building

“The team player is the cornerstone of a productive and successful team. This film shows the four primary team-member styles in action - the contributor, the collaborator, the communicator and the challenger. Learn strategies for becoming a better team member and maximizing the team's effectiveness.” (20 minutes) (VHS)

HD66 T42 1995

Team Building

“Learn the secrets of developing a high performance team. In Volume One of this video, you are shown how teamwork leads to greater productivity and creativity, increased employee self-esteem and ultimately, to the success of your people, your organization, and yourself.” (VHS)

HD66 S26 1989 v. 1

Team Building

“In Volume Two of this video program, you will learn how to get results from a teamwork that embraces new ideas with all issues, big and small. This video explores ways to motivate your team to achieve their manager's goals and the goals of the organization, how to communicate effectively with coworkers and clients and how to evaluate your team.” (VHS)

HD66 S26 1989 v. 2

A Team of 2

“Shows how managers and secretaries can become more effective teams through communication and mutual organization of daily work.” (31 minutes) (VHS)

HD 38 743 1987

Team Player

“How-to training points: 1) function more effectively as a team; 2) understand the importance of each individual on the team; 3) set common ground rules to make your team more successful; 4) problem solve in a structured manner; 5) encourage everyone on the team to participate; 6) avoid derogatory comments; and 7) understand and put into practice the key skills required to be an effective team player.” (21 minutes) (VHS)

HD66 T425 1992

Teams at Work

“*Teams at Work* gives a blueprint for creating a team-working atmosphere. Instead of just covering basic skills, the material focuses on the different dynamics that must be considered when deciding which tasks each person will perform. Valuing diversity in teams will yield great productivity, however it can be challenging to get different people to work together. Training points include: 1) understanding the team concept; 2) individual styles; 3) team development; and 4) team roles.”

(17 minutes) (VHS)

HD 66 T429 2005

Teamwork Basics

“Put teamwork into place at your library by using this video to introduce the basic concepts and roles in teamwork. Learn the tricks and tips necessary to make your teams work effectively. It looks at a successful cross-departmental team and explains the strategy behind their successes.” (15 minutes) (VHS)

PLTrnVid Z678 T435 2001

Teamwork in Crisis: the Miracle of Flight 232

“This is a dramatic reenactment of the crisis of United Airlines Flight 232 in 1989, which was crippled at 37,000 feet. Viewers relive the event with Captain Al Haynes as his crew, air traffic controllers and ground rescue units work together to beat the odds and save lives. Captain Haynes introduces the five factors of teamwork that make the difference.” (28 minutes) (VHS)

HD49 T42 2000

We're On the Same Team, Remember?

"This training video explores the major consequences of poor intradepartmental teamwork. Learn about clearly communicating with team members and other departments, listening to the needs and expectations of internal and external customers and following through at every turn." (35 minutes) (VHS)

HD66 W47 1997

Working Together

"This is a presentation about foreign accents produced by the State Personnel Board." (10 minutes) (VHS)

HF5549. 5 I6 W67 1987

TELEPHONE TECHNIQUES

The Call of the Phone Cord Mummy: or How to be More than a Disembodied Voice and Give Fearless Customer Service on the Phone.

"Highlights key telephone customer service issues -- listening carefully, putting oneself in the customer's shoes, staying professional and courteous, and going the extra mile to solve problems. Viewers will learn eight key skills for quality customer service: use good communication skills; know your products and services; personalize the call; listen carefully to callers; encourage complaints; manage complaints with a service recovery plan; stay calm -- give feedback and offer a solution; and recognize opportunities to make a sale." (19 minutes) (VHS)

HF5541 T4 C34 1997

End of the Line

"This is a telephone customer service video." (15 minutes) (VHS)

HF5415.5 E53 1992

TELEPHONE DOCTOR:

Basic Basic Telephone Skills (20 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 no.9

Determining Caller Needs: Listening Skills and Questioning Techniques

(25 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 no. 2

Escape From Voice Mail Jail (24 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 1997

Five Forbidden Phrases (18 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 no.5

Four Cs of Coaching Skills (23 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 no.4

From Curt to Courteous (23 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 no.3

How to Avoid Emotional Leakage (9 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 vid. B

How to Deal With the Foreign Accent (12 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 vid. F

How to Handle the Irate, Angry, Rude, Unhappy, and Sometimes Abrasive

Caller (11 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 vid. D

How to Treat Every Caller as a Welcome Guest (10 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 vid. C

Internal Customer Service: WACTEO, We Are Customers to Each Other

(9 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 vid. E

On Incoming Calls (18 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 no.1

Proactive Customer Service: Secrets of Rapport Building and Cross-Selling

(19 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 no. 8

Six Cardinal Rules of Customer Service: A Visit to the Hall of Shame

(20 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 no. 6

Telesales Tips from A to Z

Learn the importance of attitude and creativity in providing high quality customer service.

(33 minutes) Telephone Doctor (VHS)

HF5541 T4 T44 no.7

TIME MANAGEMENT

A Case of Working Smarter Not Harder

“This film focuses on one manager’s development from an overworked, compulsive problem-solver to an innovator whose unique system draws public attention. Key management issues: decision making, coaching, planning, controlling, employee development, team development and time management.”

(15 minutes) (VHS)

HD50 C37 1985

Time Trap II

“Based on Alex MacKenzie's best-selling book *The Time Trap*, this video helps employees take charge of their time and accomplish important projects. Training Points are: how to use a time log to identify your personal time-wasters; how to set long-range goals and daily priorities with deadlines; how to identify your number-one priority and get it done first; how to tactfully say ‘no’ when necessary; and how to learn effective time management.” (23 minutes) (VHS)

HD69 T54 M33 1990

Time Management: Getting Control of Your Life and Work

“This program will help you learn to make each day more productive – and more satisfying – by controlling your time. As a manager, goals help you prioritize and plan, delegating appropriate tasks that also help your employees grow. You’ll learn to base the actions you take in the present upon how they will affect the future, so that you can get more of what you want out of life.” (26 minutes) (DVD)

HD69 T54 T56 2004

TimeQuest: The Franklin Day Planner System

“This video contains the following modules: 1) Introduction; 2) Day Planner Assembly; 3) Course Introduction; 4) Understanding Event Control; 5) Planning and Prioritizing; and 6) The Productivity Pyramid and Governing Values.” (about 120 minutes) (VHS)

HD69 T54 T57 1994 v. 1

TimeQuest: The Franklin Day Planner System

“This video contains the following modules: 7) Understanding Long-Range Goals; 8) Intermediate Steps; 9) Three Keys to Using the Franklin Day Planner; 10) Activating the Planner; 11) Six Reminders; and 12) Personal Management.” (about 120 minutes) (VHS)

HD69 T54 T57 1994 v.2

TimeQuest: The Franklin Day Planner System

“This video contains the following modules: 13) Review; 14) Time Robbers; 15) Controlling Procrastination; 16) Interruptions; 17) Integrated Planning System (Clutter); and 18) The Challenge of Change.” (about 120 minutes) (VHS)

HD69 T54 T57 1994 v. 3

Value of Time

“In today's ever-changing and hectic workplace, people are constantly wishing that they had ‘more time’ to get things done. This brief and persuasive meeting opener or closer purely and simply characterizes the inherent value of each increment of time. Regardless of the moment, whether it may appear significant or insignificant, it is our responsibility to make the most of it.” (2.30 minutes) (VHS) (DVD)

HD69 T54 V35 2006

TRAINING

Adult Learning, Train the Trainer

“The purpose of this video is to introduce the basics of adult learning and training to adult trainers. The objectives are: review the basics of adult learning so that the concepts can assist the trainer to be more effective in training adults; to illustrate the components of an optimum learning environment and their importance in the training of adults; and to examine the concepts of a Just in Time (JIT) Training technique for adult learning.” (14 minutes) (VHS)

HF5549.5 T7 A38 1998

Fearless Facilitation!: How to Lead Effective Training

“Program helps to just say ‘no’ to boring training classes. Trainers will learn how to bring focus to every agenda, handle disruptions with ease and condense a week’s worth of meetings into a single session. *Fearless Facilitators* shows how to foster participation and how make any group session more productive. The program covers all the fundamental techniques of effective facilitation; delivers an effective method for planning and managing training classes; and, takes current trainers to a new level of effectiveness.” (21 minutes) (VHS & DVD)

HF5549.5 T7 F43 2004

Making Learning Stick

“Unless information and skills are reinforced, they’re forgotten. This video offers invaluable techniques to supply essential reinforcement in this strategy-filled program. Concepts covered are: benefits of learning; evaluation techniques; immediate feedback to reinforce learning; and applying training directly to work situations.” (17 minutes) (VHS)

HF5549. 5 T7 M35 1998

Municipal Employee Training – Standards of Conduct

“Through realistic scenarios, new employees learn that to be a professional staff member, they must be a law abiding citizen and must understand what it means to display a professional demeanor. Viewers learn what it means to be businesslike, the importance of respecting city property, what the citizens expect when it comes to being sober, being moral and being honest and why it is important to obey legitimate orders. New employees will understand the conduct the city expects of them and will be inspired to take pride in conducting themselves according to the highest standards of professional conduct.” (11 minutes) (DVD)

PLTrnVid JS148 S73 2006

Technology Assisted Instruction in California: Tomorrow’s Education Today.

Mediated and distance education (13 minutes) (VHS)

LB 1028 3 T39 1997

VIOLENCE IN THE WORKPLACE

Be S.A.F.E. (Not Sorry): Preventing Violence in the Workplace.

“Each year at work, 1,000 people are homicide victims, and two million people are assaulted. Now, help your employees be S.A.F.E. by staying aware, analyzing the situation, factoring in feelings, and engaging in a solution. They will learn to recognize behaviors and warning signs of potential threats from coworkers and what steps to take to protect themselves and others. Highlights include: alerting employees to be aware of potential threatening behaviors; offering guidelines for responding to and reporting incidents; and, outlining steps for preventing workplace violence.” (17 minutes) (VHS & DVD)

HF 5549.5 E43 B47

Taking Control of Workplace Violence

“Managers and supervisors must be trained to respond to potentially violent incidents before they occur. This course helps them recognize, understand and deal with warning signs or threats, and teaches them how to defuse situations and assist troubled employees.” (21 minutes) (VHS & DVD)

HF5549.5 E43 T35 2005

Violence: Reducing Your Risk

“Violent crime is becoming a national emergency. One of the last bastions of relative safety, the workplace, is increasingly becoming a dangerous place for both employees and managers. In a few but disturbingly more frequent cases, the violence is ending in death. Companies have a responsibility to maintain a safe work environment, and face huge liabilities when violence erupts. This video is about reducing your risk of being a victim. It teaches you how to avoid potentially violent situations; and how to form a plan of action for escape or defense if violence occurs. Experts in personal safety and law enforcement demonstrate simple yet practical and effective methods anyone can use to reduce their risk and defuse threatening situations.” (30 minutes) (VHS)

HF5549. 5 E43 V55 1994

Workplace Violence: First Line of Defense

“Two nationally recognized experts, Garry Mathiason, senior partner with the country's largest employment law firm, and Chris Hatcher, a clinical psychologist, offer legal and incident management advice regarding how to identify and prevent workplace violence. Using actual case studies and interviews, this video is designed to help managers sort out meaningful predictive clues, risk factors and early warning signs of violent behavior.” (30 minutes) (VHS)

HF5549.5 E43 W671 1994

WORKFORCE DEVELOPMENT AND PLANNING

A Basic Toolkit: Good Manager and Good Employee Skills

“This video offers a practical, grounded approach to improving the workplace environment and advancing your career. Debra Wilcox Johnson presents different perspectives to help you gain a mutual understanding of what it means to be both a good supervisor and employee. She will provide you with specific information for improving skills that will both help you advance your career and make your workplace more enjoyable.” (120 minutes) (VHS)

PLTrnVid Z682 S64 2003

First Time Around

“Presents the concept of Work Planning, a process that prevents delays, misunderstandings, and non-performance by making sure work is done right the first time around. Viewers will learn how to plan good performance, gain agreement before work begins, and prevent problems by following up on deadlines.”

(28.35 minutes) (VHS)

HD31 F57 1989

40 Hours: Invest in Yourself

“This employee development program will inspire employees to maximize their workdays and to take more ownership of their job satisfaction. A shift in attitude and perspective is the first critical step to improving the work experience. *40 Hours* provides a great jump-start to all levels of employees in every work environment. Using an engaging story line, the program focuses on the following keys to a maximized work life: connecting and belonging; taking pride and earning respect; having fun; seeking growth; and finding purpose and meaning.” (20 Minutes) (VHS & DVD)

HF 5549.5 J63 F67 2003

Keeping the Good Ones

“This video begins with Marvin, a hotel manager who finds out that his trusted assistant manager is leaving. To add to his troubles, he soon learns that other employees have stayed only out of loyalty to his assistant manager. Marvin has his hands full trying to stop the rest of his employees from leaving before a major upcoming event. Viewers learn that the secret to keeping good employees lies within the individual. Key learning points: treat your team members as people first and employees second, connect with your team members in a non-work way, offer employees your time with the Take 10 Check-in, and show your appreciation for your team members. This video is an excellent tool for stand alone training, or in conjunction with Performance Based Interviewing Training.” (25 minutes) (VHS & DVD)

HF5549.5 R68 K44 2001

Margaret Wheatley’s Lessons from the New Workplace

“This is a documentary on applying Mother Nature's lessons to the workplace. It features case studies from the U.S. Army, DuPont Corporation and a North Carolina school system. Participants will learn what it means to be part of a learning organization, the importance of the effective exchange and utilization of information, mapping organizational vision and values onto even simple tasks and more. In step-by-step detail, this video shows how three vastly different organizations have successfully implemented Dr. Wheatley's concepts within their teams. Looking at these diverse organizations, viewers will find many practical applications on how to analyze their own work roles in new and more productive ways.” (24 minutes) (VHS)

HD58.8 M324 1995

Myers-Briggs Type Indicator

“Provides a basic understanding of how the MBTI uses individual preferences to determine four fundamental preferences and sixteen personality types, and presents the MBTI as a useful tool to enhance personal self-awareness and understanding.” (16 minutes) (VHS)

BF 698 8 M94 M94 1995

Start Right - Stay Right: Orientation Basics

“This video will help you easily show your new hires the kinds of behaviors you expect from them – including everything from basic workplace etiquette (like being aware of personal hygiene & appearance) to more advanced things (like showing appreciation to co-workers and taking initiative.) This program features a host who leads viewers through vignettes demonstrating 24 success behaviors. It also allows a wide variety of facilitation options.” (39 minutes) (DVD)

HF5549.5 C35 S73 2005

WorkSmarts: How to Get Along, Get Noticed, and Get Ahead

“This video shows employees and supervisors what it really takes to fit in and succeed in an organization. It gives the ‘inside scoop’ in a friendly manner - covering the unspoken truths we all wish we knew from day one. Four main strategies for success are discussed: be positive and proactive; be accountable and flexible; be cooperative and respectful; and communicate actively and listen. Through video demonstrations of these strategies, focused discussions and a variety of exercises, participants develop the competence and confidence to actively participate in the work environment.” (18 minutes) (VHS)

HF 5549.5 T7 W677 2003